

EXECUTIVE OFFICE FOR IMMIGRATION REVIEW



CASE COURT ADMINISTRATOR COURSE LESSON PLAN

Version 1.1

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Revision History

Revision	Date	Revised by	Comments
Draft 1.0	01/05	Matt Cross/CSC Trainers	Initial Draft
Draft 1.0	12/9/05	CSC Trainers	Restructured manual for workflow process instruction.
Draft 1.0	03/09/06	CSC Trainers	Implemented changes based on Seattle CASE Pilot feedback.
Draft 1.0	05/17/06	CSC Trainers	Implemented changes based on Portland and Eloy CASE Pilot feedback.
Draft 1.0	08/09/06	CSC Trainers	Implemented changes based on pilot site feedback and system changes/updates.
Draft 1.0	12/14/06	CSC Trainers	Implemented changes based on site feedback and system changes/updates. Removed IJ Days.
Draft 1.0	4/12/07	CSC Trainers	Added Lesson 7: Create New Edit Table Record
Draft 1.0	10/09/07	McDonald Bradley Trainers	Implemented changes based on material review.
1.0	12/12/07	McDonald Bradley Trainers	First CM submission
1.1	07/02/10	ManTech Trainers	Added steps to listen to Digital Audio Recordings through DAR in Lesson 1, incorporated 9-digit A-Number changes, and incorporated global formatting and editing changes. Updated existing paragraphs based on discussions among team members. Changes affect 10% of version 1.0 from 12/12/07 and therefore warrant a revision to the CM managed document.

Introduction to CASE Training

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Introduction to CASE Training

Introduction

The purpose of this course is to train users of the Automated Nationwide System for Immigration Review (ANSIR) and Board of Appeals Processing (BIAP) to comprehend and properly use the new Case Access System for EOIR (CASE). Training will be accomplished by instructor-led exercises and independent practice supported by the CASE Court Administrator Lesson Plan.

The Lesson Plan is organized as follows:

1. The first feature of the Court Administrator Lesson Plan instructs users on functions necessary to operate basic features of CASE and provides exercises to practice new skills. It is divided into six lessons, each composed of a walkthrough followed by independent exercises.
2. The second feature in the Court Administrator Lesson Plan is a collection of workflow processes that will act as a reference guide. Each workflow process will serve as a step-by-step guide to help navigate through the CASE system.

Introduction to CASE Training

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Lesson 1 - Introduction to CASE

Lesson 1 – Introduction to CASE

Objectives

To be able to:

- Log in to CASE.
- Navigate to different CASE modules.
- Understand tabs and tables.
- Select a printer profile.
- Enter a new charging document.
- Access Digital Audio Recordings in CASE.

Notes:

Lesson 1 - Introduction to CASE

Unit 1 – Log in to the CASE System

- Log in to CASE
 - Click the **Start** button on the taskbar
 - Click **CASE 1**
 - Click **OK** to close the security warning box
 - Enter username and password in the *Login* fields of the login page
 - Click **Login**

- Log in to a Second Session of CASE
 - Click the **Start** button on the taskbar
 - Click **CASE 2**
 - Click **OK** to close the security warning box
 - Enter username and password in the *Login* fields of the login page
 - Click **Login**

Notes:

(b) (7)(E)

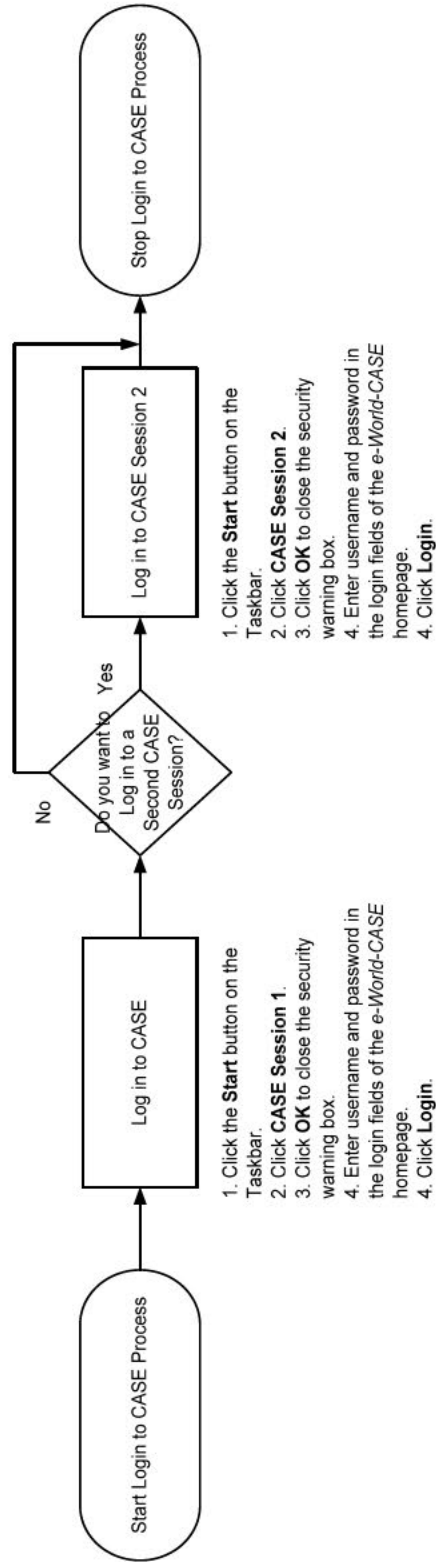
If you select the same city (Rockville/Dallas) when trying to open second CASE session, it will close and log out the first session. Any unsaved data will be lost.

Log into the CASE System

Revision: 3.00

Purpose: To log in to the CASE System.

Prerequisite: User has been granted access to the CASE system.



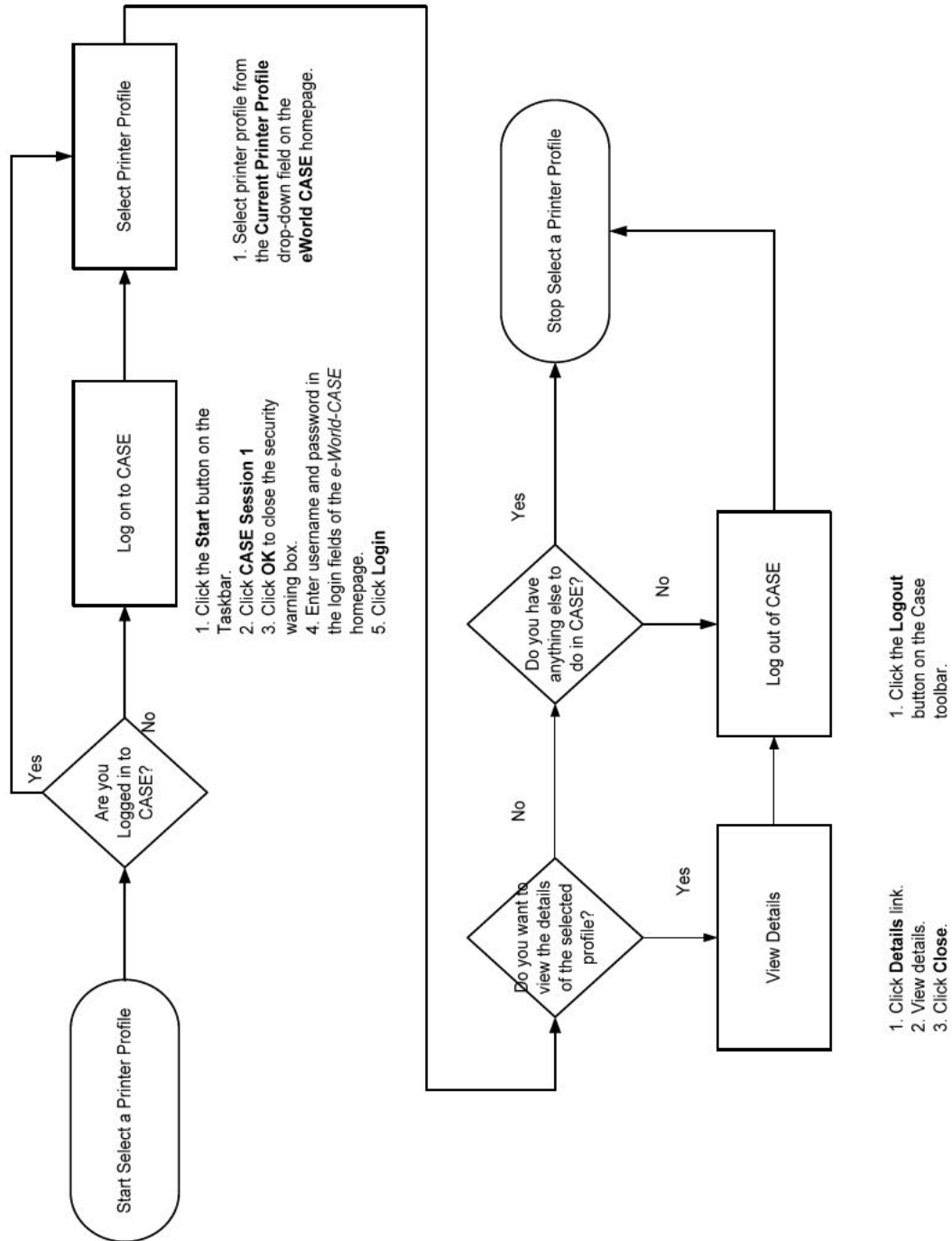
Lesson 1 - Introduction to CASE

Unit 2 – Select a Printer Profile

- Select a Printer Profile
 - Select the correct printer profile from the *Current Printer Profile* drop-down list

Notes:

Select a Printer Profile



Lesson 1 - Introduction to CASE

Unit 3 – Introduction to Basic Navigation

- Introduction to the Toolbar Buttons
 - **Home**
 - **Print**
 - **Logout**
- Introduction to the CASE Modules
 - **CASE Manager**
 - **Utilities**
 - **Administration**
 - **Reports**
 - **Other Programs**
- Demonstrate Multiple Window Capabilities
 - Access CASE Manager module
 - Click **CASE Manager** toolbar button
 - Minimize the window
 - Access Utilities module
 - Click **Utilities** toolbar button
 - Minimize the window
 - Access Reports module
 - Click **Reports** toolbar button
 - Toggle between windows from the windows taskbar
 - Re-size the window
 - Arrange windows for multi-tasking
 - Close the window
- Navigation Tools
 - Access Case Manager module
 - Click **Case Manager** toolbar button
 - View toolbar and buttons

Notes:

Lesson 1 - Introduction to CASE

- View Advanced Search Button
 - View fields and other navigation devices
 - Demonstration: *Quick Search* feature
 - Click **Cancel**
- Open Case File
 - Enter A-Number in the *A-Number* field
 - Click **Search**
 - Show CASE **View** button
 - Click the appropriate A-Number hyperlink in the *Case Selection Results* screen
 - Click *A-Number* hyperlink on the *Case Info* bar
 - Click **Open Case**
 - Explore tabs
 - View *Print Mode* drop-down list
 - View *Case Info* bar
 - View *Case Component* bar
 - View *Tables*
 - View *Title Links*
 - View **Toolbar**
 - **Back** button
 - **Home** button
 - **Print** button
 - **Search** button
 - **Queues** button
 - **IJ Summary Calendar** button
 - **Court Worksheet** button
 - Show Keystrokes

Notes:

Lesson 1 - Introduction to CASE

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Lesson 1 - Introduction to CASE

Unit 4 – CASE Interface

- Overview of CASE Manager Module
 - **Alien Information** tab
 - **Case Information** tab
 - **Schedule** tab
 - **Reps** tab
 - **Appeal** tab
 - **Actions** tab
 - **Disposition** tab
 - **Comments** tab
- Access Contact Information Table
 - Click **Alien Info** tab
 - Click **Edit** on “*Contact Information*” table
 - View fields, drop-down boxes, etc.
 - View *Previous Addresses* hyperlink
 - View **Save Data**
 - View **Cancel**
 - Close table without saving
- Return to *e-World-CASE* homepage
 - Click the **Home** button on the CASE toolbar
- Overview of Utilities Module
 - **Agendas** tab
 - **FRC** tab
 - **Data Maintenance** tab
 - **EOIR-33’s** tab
 - **Deposits** tab
 - **Certification** tab

Notes:

Lesson 1 - Introduction to CASE

Return to *e-World-CASE* homepage

- Click the **Home** button on the CASE toolbar
- Overview of Administration Module
 - **Edit Tables** tab
 - **Roles** tab
 - **Users** tab
 - **Printers** tab
- Overview of Reports Module
- Return to *e-World-CASE* homepage
 - Click the **Home** button on the CASE toolbar
- Overview of Other Programs Module
- Return to *e-World-CASE* homepage
 - Click the **Home** button on the CASE toolbar

Notes:

Lesson 1 - Introduction to CASE

Unit 5 – Access Digital Audio Recordings in CASE

- Access the Case Manager Module
 - Click the **Case Manager** button on the *eWorld-CASE* homepage
- Open Case File
 - Enter A-Number in the *A-Number* field
 - Click **Search**
 - Click the appropriate A-Number hyperlink in the *Case Selection Results* screen
- Select the **Schedule** tab
 - Check the box of the appropriate digital audio recording in the *Audio Recording* column
 - Click **Play Selected Audio**
- Return to *eWorld-CASE* homepage
 - Click the **Home** button on the CASE toolbar

Notes:

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Lesson 1 - Introduction to CASE

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Lesson 2 – Data Maintenance

Lesson 2 – Data Maintenance

Objectives

To be able to:

- Modify case information.
- Reverse a COV.
- Delete a case file.
- Delete a proceeding.
- Re-calculate the asylum clock.
- Change custody status.

Notes:

8-Digit A-Numbers

When working with A-Numbers that contain only 8 digits, add a 0 (zero) to the beginning of the number string.

For example: 12-345-678 will now become 012-345-678

Lesson 2 – Data Maintenance

Unit 1 – Modify Case Information

- Access Utilities Module
 - Click the **Utilities** button on the *e-World-CASE* homepage
- Access Case Information
 - Click the **Data Maintenance** tab in the Utilities module
 - Enter alien number in *A-Number* field
 - Enter charging document date in the *Charging Doc Date* field
 - Select **Change Case Data** from the *Maintenance Type* drop-down field
 - Click **Continue**
 - Select **Change Case Data** radio button for the appropriate case
 - Select radio button for appropriate alien
 - Click **Continue**
 - Click **OK** in confirmation window
 - Click **OK** in pop-up window
- Modify A-Number
 - Enter new alien number in *Alien Number* field
 - Click **Save Data**

Notes:

A-Numbers:

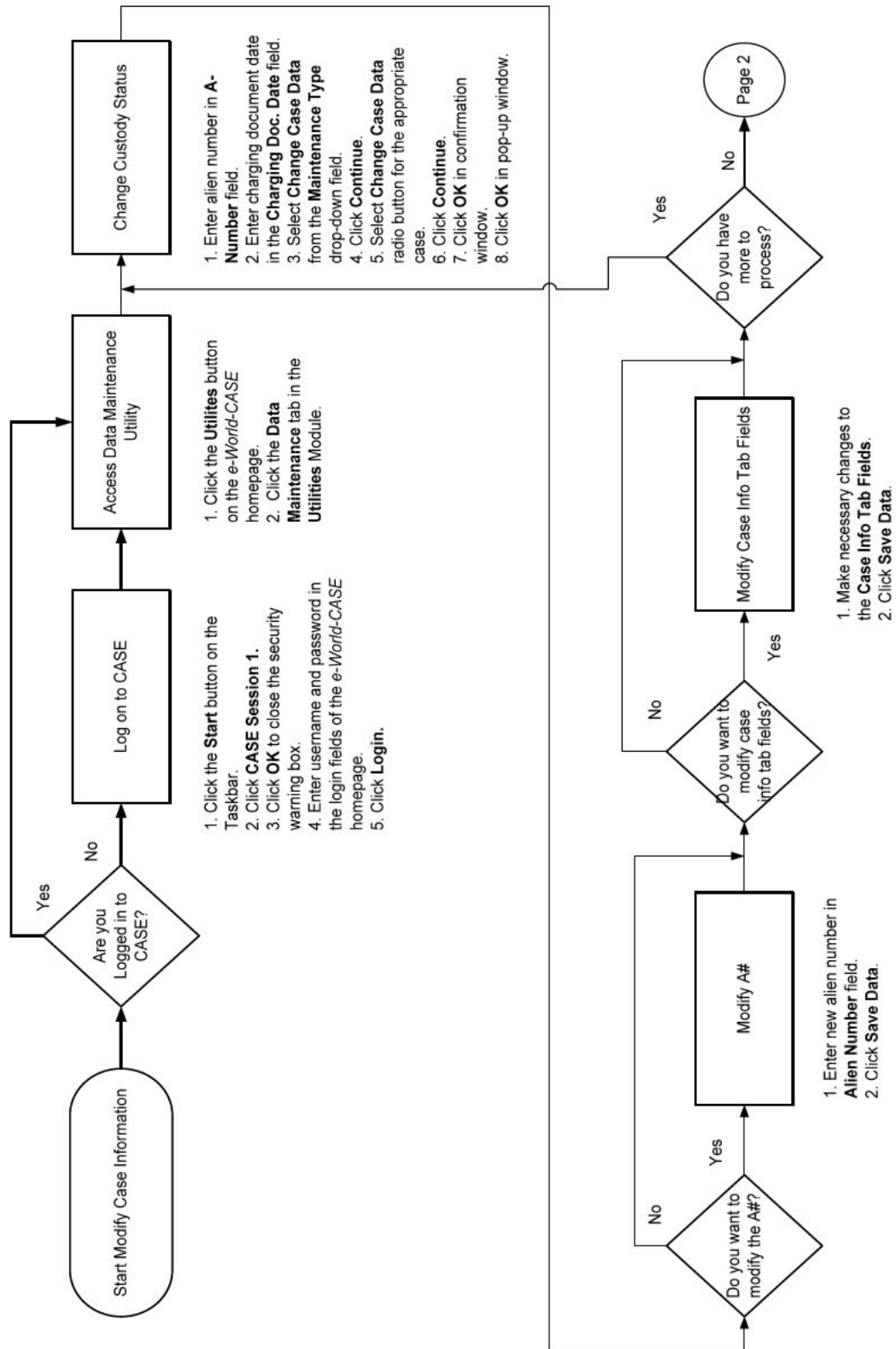
Currently	Change to
(b) (6)	

Charging Doc Date: 02/01/05

Maintenance: Change Case Data

Lesson 2 – Data Maintenance

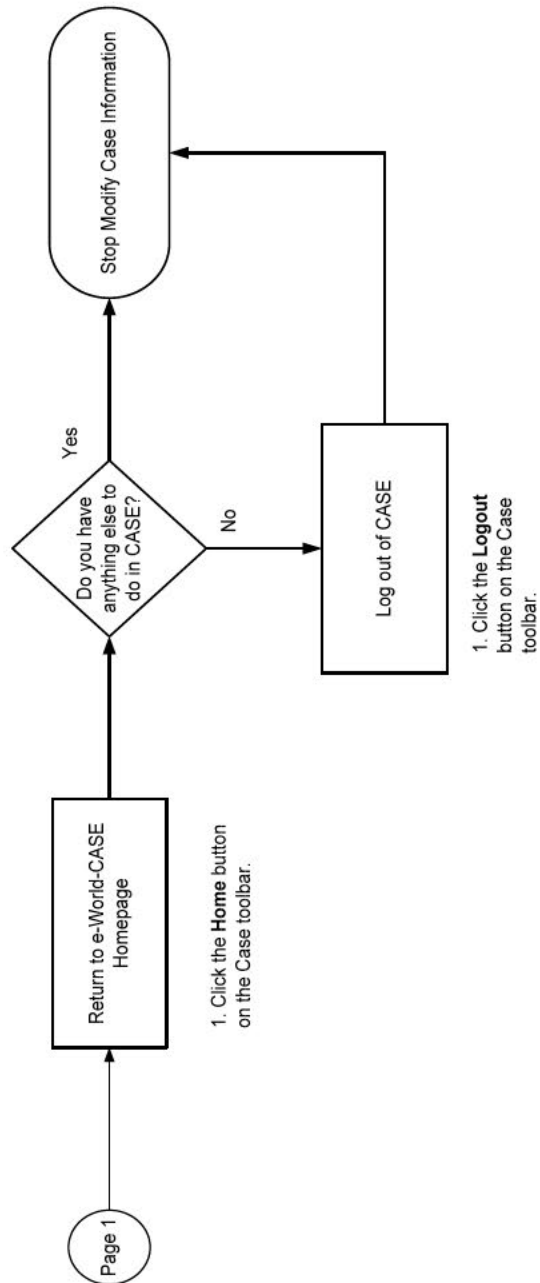
Modify Case Information



Lesson 2 – Data Maintenance

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Modify Case Information Continued



Lesson 2 – Data Maintenance

Unit 2 – Reverse a COV

- Undo a COV
 - Enter alien number in *A-Number* field
 - Enter charging document date in the *Charging Doc Date* field
 - Select **Undo COV/Transfer** from the *Maintenance Type* drop-down field
 - Click **Continue**
 - Select desired case's *Undo COV* radio button
 - Click **Finish**
 - Click **OK** in confirmation window
 - Click **OK** in pop-up window

Notes:

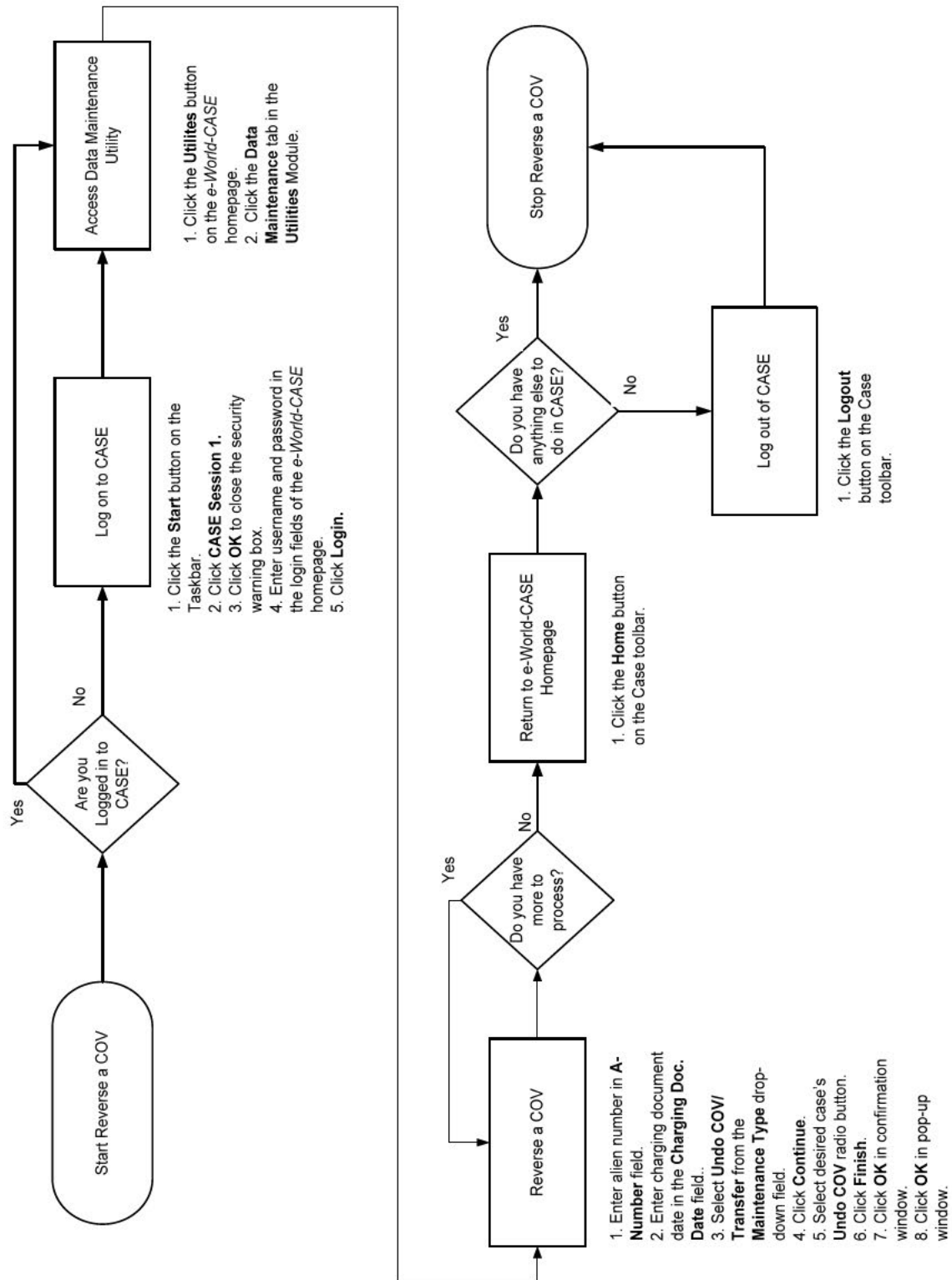
A-Number: (b) (6)

(b) (6)

Charging Doc. Date: 02-01-2005

Maintenance: Undo COV/Transfer

Reverse a COV



Lesson 2 – Data Maintenance

Unit 3 – Delete a Case

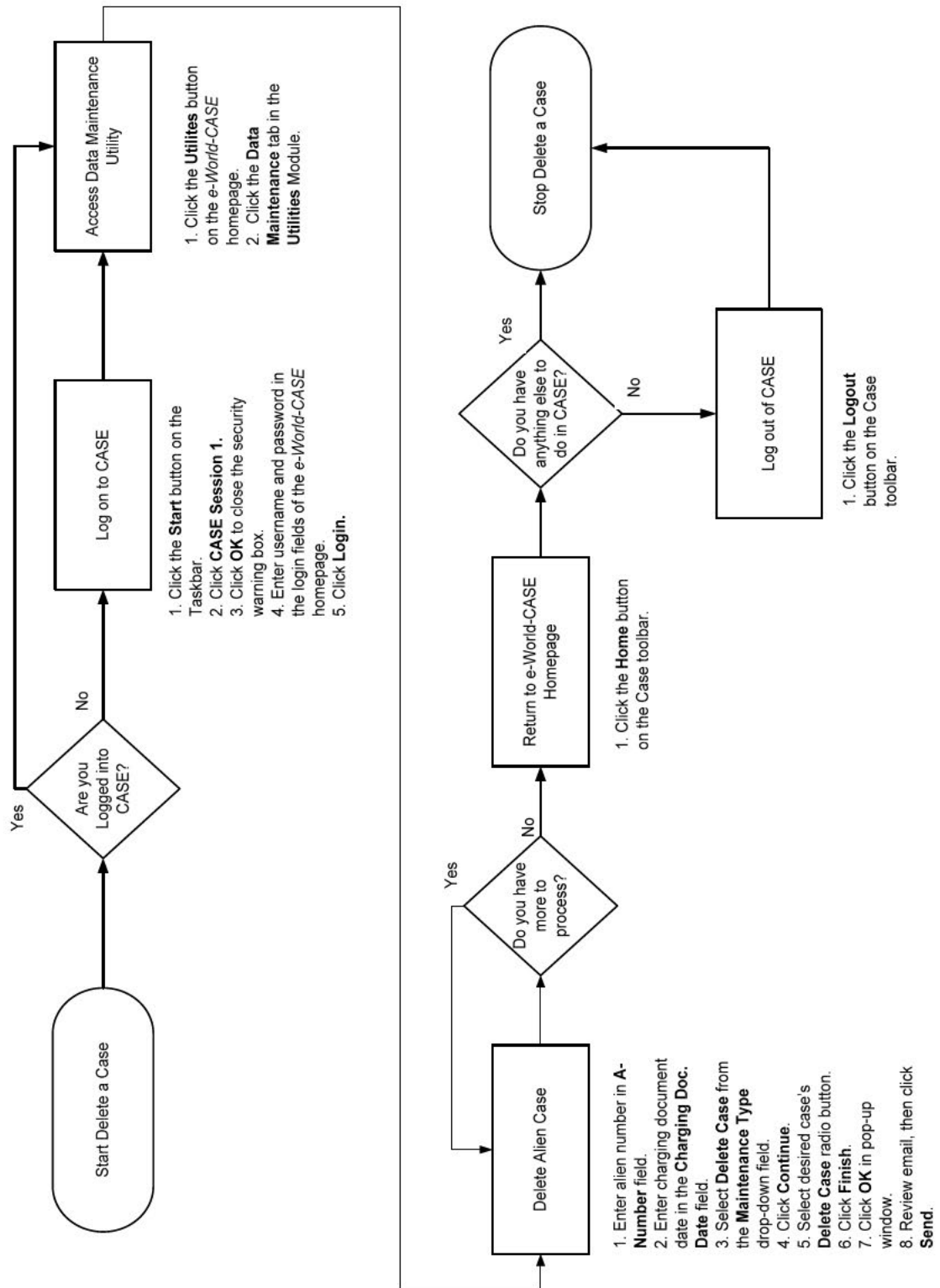
- Delete a Case File
 - Enter alien number in *A-Number* field
 - Enter charging document date in the *Charging Doc Date* field
 - Select **Delete Case** from the *Maintenance Type* drop-down field
 - Click **Continue**
 - Select desired case's *Delete Case* radio button
 - Click **Finish**
 - Click **OK** in pop-up window

Notes:

A-Number: (b) (6)
(b) (6)
Charging Doc. Date: 02-01-2005
Maintenance Type: Delete Case

Once there is a DAR recording associated with the ROP/hearing that ROP/hearing can not be deleted.

Delete a Case



Lesson 2 – Data Maintenance

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Lesson 2 – Data Maintenance

Exercise- Modify Case Information

- Access case information
- Modify charging doc date

Exercise- Undo a COV

- Undo a COV

Exercise – Delete a Case File

- Delete a case file

Notes:

A-Number: (b) (6)
(b) (6)
Charging Doc. Date: 09-21-2005

Maintenance Type: Change Case Data
New Date 09-20-2005

A-Number: (b) (6)
(b) (6)
Charging Doc. Date: 08-22-2005

Maintenance Type: Undo COV/Transfer

A-Number: (b) (6)
(b) (6)
Charging Doc. Date: 09-21-2005

Maintenance Type: Delete Case

Lesson 2 – Data Maintenance

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Lesson 2 – Data Maintenance

Unit 4- Delete a Proceeding

- Delete Proceeding
 - Enter alien number in *A-Number* field
 - Enter charging document date in the *Charging Doc Date* field
 - Select **Delete Proceeding** from the drop-down field
 - Click **Continue**
 - Select desired case's *Delete Case* radio button
 - Click **Finish**
 - Click **OK** in confirmation window
 - Click **OK** in pop-up window

Notes:

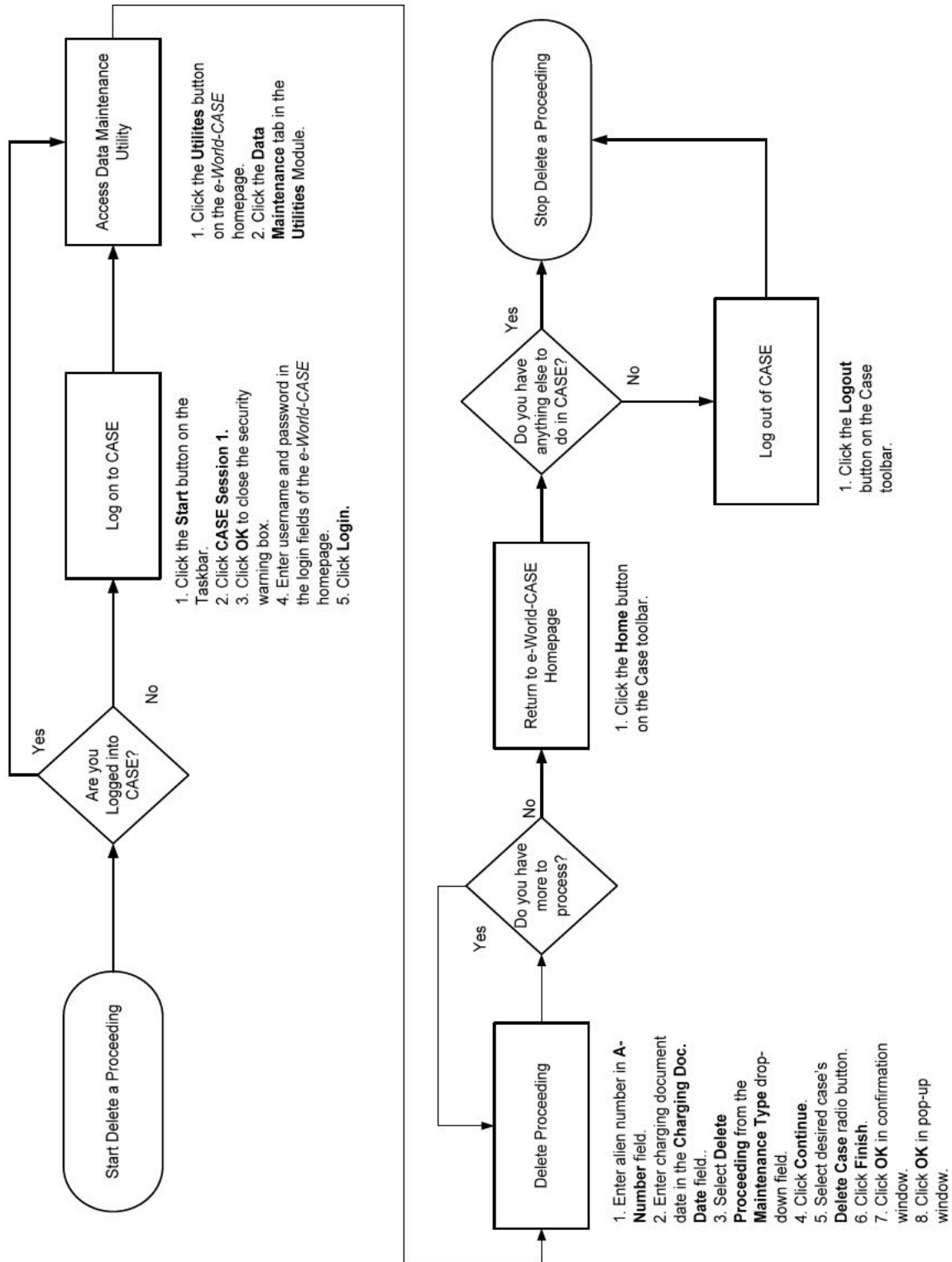
A-Numbers: (b) (6)

(b) (6)

Charging Doc. Date: 02-01-2005

Maintenance Type: Delete a Proceeding

Delete a Proceeding



Lesson 2 – Data Maintenance

Unit 5- Recalculate Asylum Clock

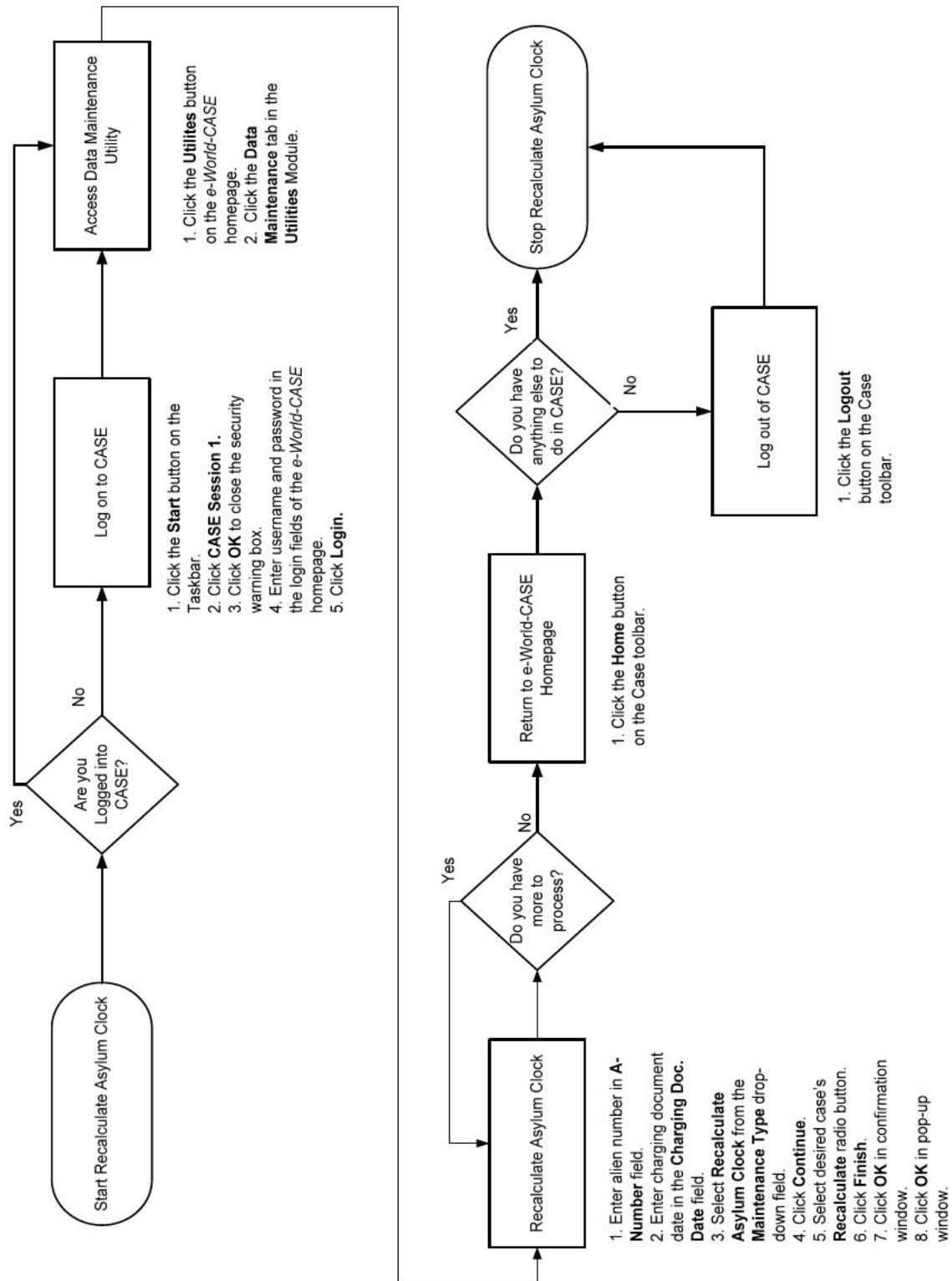
- Recalculate Asylum Clock
 - Enter alien number in *A-Number* field
 - Enter charging document date in the *Charging Doc Date* field
 - Select **Recalculate Asylum Clock** from the *Maintenance Type* drop-down field
 - Click **Continue**
 - Select desired case's *Recalculate* radio button
 - Click **Finish**
 - Click **OK** in confirmation window
 - Click **OK** in pop-up window

Notes:

A-Numbers: (b) (6)
(b) (6) X
Charging Doc. Date: 02-01-2005

Maintenance Type: Recalculate Asylum Clock

Recalculate Asylum Clock



Lesson 2 – Data Maintenance

Exercise- Delete a Proceeding

- Delete proceeding

Exercise- Recalculate the Asylum Clock

- Recalculate asylum clock

Notes:

A-Numbers: (b) (6)

(b) (6)

: 02/07/2005

Maintenance Type: Delete a Proceeding

A-Numbers: (b) (6)

(b) (6)

Date: 08-05-2005

Maintenance Type: Recalculate Asylum Clock

Lesson 2 – Data Maintenance

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Lesson 2 – Data Maintenance

Unit 6- Change Custody Status

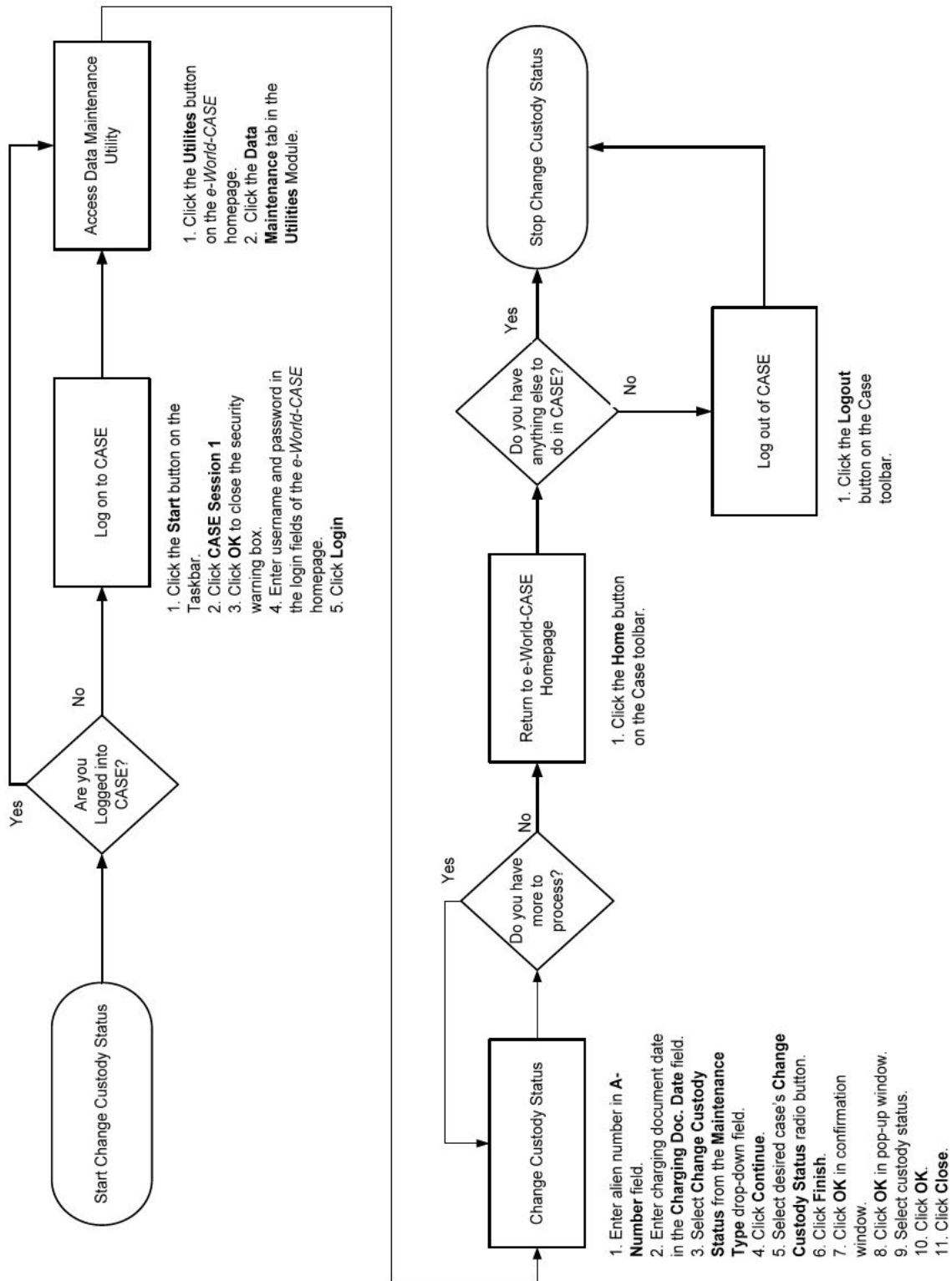
- Change Custody Status
 - Enter alien number in *A-Number* field
 - Enter charging document date in the *Charging Doc Date* field
 - Select **Change Custody Status** from the *Maintenance Type* drop-down field
 - Click **Continue**
 - Select desired case's *Change Custody Status* radio button
 - Click **Finish**
 - Click **OK** in confirmation window
 - Click **OK** in pop-up window
 - Click **Never Detained**
 - Click **OK**
 - Click **Close**

Notes:

A-Numbers: (b) (6)
(b) (6) : 09-01-2005

Maintenance Type: Change Custody Status
from Detained to Never Detained

Change Custody Status



Lesson 2 – Data Maintenance

Unit 7- Change Custody Status

- Change Custody Status
 - Enter alien number in *A-Number* field
 - Enter charging document date in the *Charging Doc Date* field
 - Select **Change Custody Status** from the *Maintenance Type* drop-down field
 - Click **Continue**
 - Select desired case's *Change Custody Status* radio button
 - Click **Finish**
 - Click **OK** in confirmation window
 - Click **OK** in pop-up window
 - Click **Never Detained**
 - Click **OK**
 - Click **Close**

Exercise- Change Custody Status

- Change custody status
- Return to *e-World-CASE* homepage

Notes:

A-Numbers: (b) (6)

Charging Doc. Date: 02-01-2005

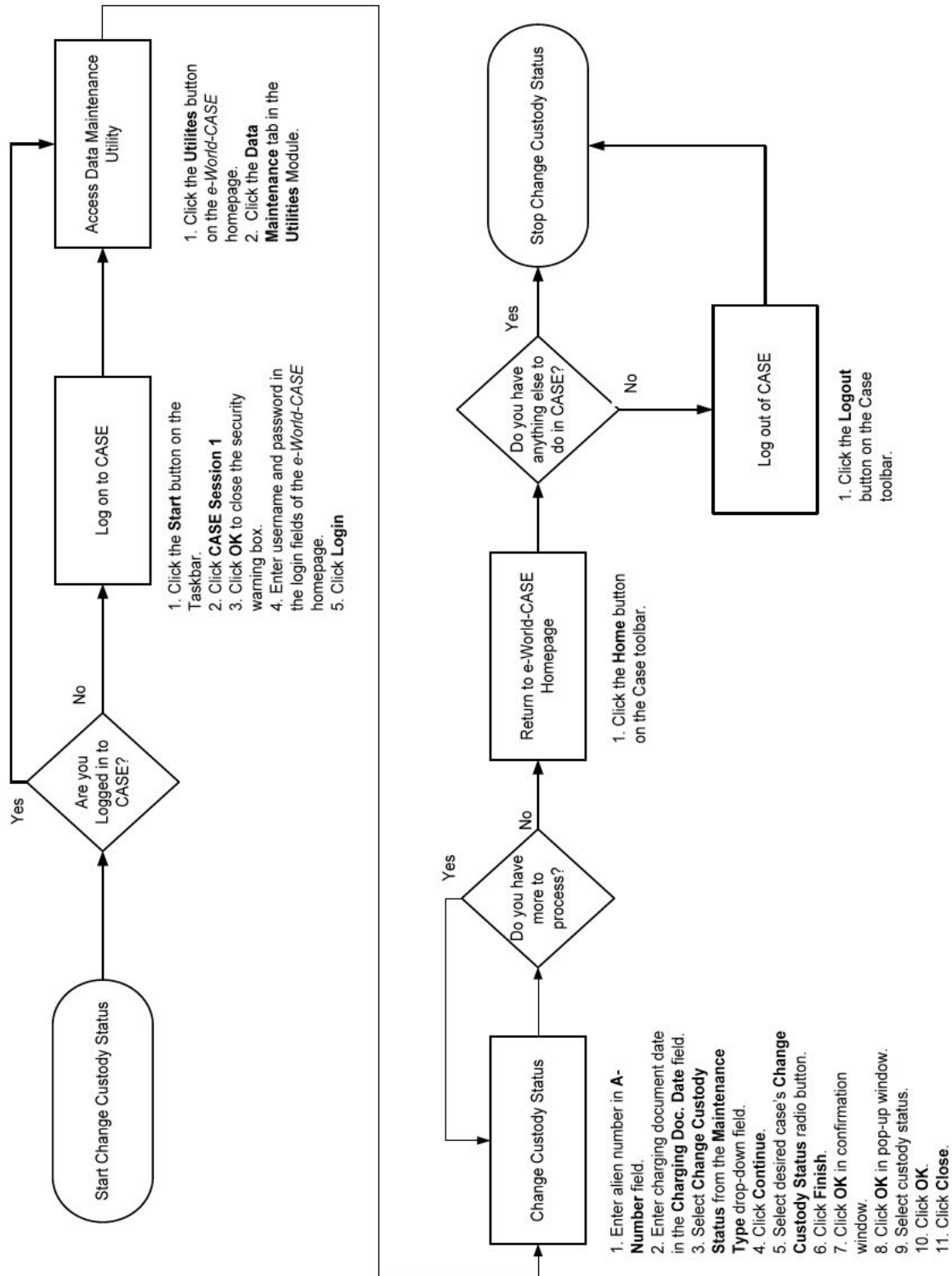
Maintenance Type: Change Custody Status
from Released to Never Detained

A-Numbers: (b) (6)

Charging Doc. Date: 09-21-2005

Maintenance Type: Change Custody Status from
Detained to Never Detained

Change Custody Status



Lesson 2 – Data Maintenance

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Lesson 3 – Reports

Lesson 3 – Reports

Objectives

To be able to:

- Run IJ Off-Calendar report.
- Run Cases Completion Goals Summary report.
- Run Court Reports Writer.
- Run IJ Master Available calendar.
- Run Motion Filed and Not Completed calendar.
- Run Pending Motions queue.

Notes:

Lesson 3 – Reports

Unit 1 – Run a Report (IJ Off-Calendar) Report

- Access the Reports Module
 - Click the **Reports** button on the *e-World-CASE* homepage
- Run IJ Off-Calendar Report
 - Select **Court Reports** from *Category* drop-down list
 - Select **IJ Reports Menu** from *Sub Category* drop-down list
 - Select **Inquire by IJ and location** from *Inquired By* drop-down list
 - Click **Load**
 - Click *Click to View* hyperlink for the *IJ Off-Calendar* report
 - Enter date in *As of Date* field
 - Enter days in *Number off Days* field
 - Select order in *Order By* drop-down list
 - Select base city from *Base City List*
 - Select hearing location from the *Hearing Location List*
 - Select IJ from the *Immigration Judges* list
 - Click **Load**
- View and Print Report
 - Click **Print Calendar Report**
- Close Report
 - Click **close** button in the upper right corner of the window
- Return to *e-World-CASE* homepage
 - Click the **Home** button on the CASE toolbar

Notes:

As of Date: 08/14/2006
Number off Days: 21
Order By: Number off days
Base City: WAS
Hearing Location: WAS
IJ: M. Christopher Grant (MCG)

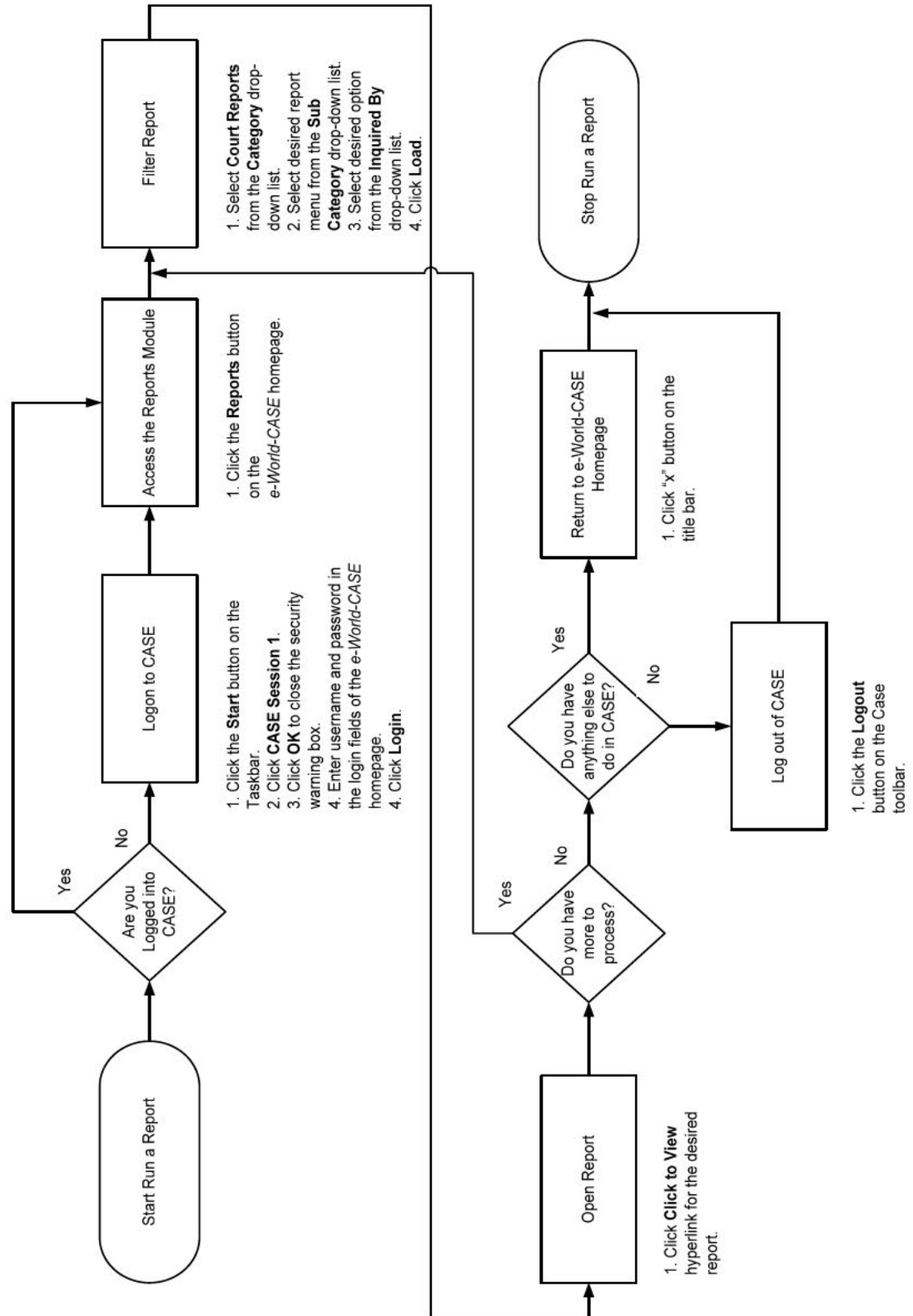
Lesson 3 – Reports

Run a Report

Revision: 1.00

Purpose: To access data reports from the CASE system.

Prerequisite: The user must have access to CASE and COGNOS.



Lesson 3 – Reports

Unit 2 – Run a Report (Cases Completion Goals Summary)

- Access the Reports Module
 - Click the **Reports** button on the *e-World-CASE* homepage
- Run IJ Cases Completion Goals Summary Report
 - Select **Court Reports** from *Category* drop-down list
 - Select **IJ Case Completion Goal Reports Menu** from *Sub Category* drop-down list
 - Select **Inquire by IJ and location** from *Inquired By* drop-down list
 - Click **Load**
 - Click *Click to View* hyperlink for the *Cases Completion Goals Summary* report
 - Select **criteria** to run the report
 - Click **Finish**
- View Report
- Print Report
 - Click **Print**
- Close Report
 - Click **Close** button in the upper right corner of the window
- Return to *e-World-CASE* homepage
 - Click the **Home** button on the CASE toolbar

Notes:

Fiscal Year: 2005
Select: 1st quarter, 2nd quarter, 3rd quarter, 4th quarter
Base City: Arlington
Judge: All Judges

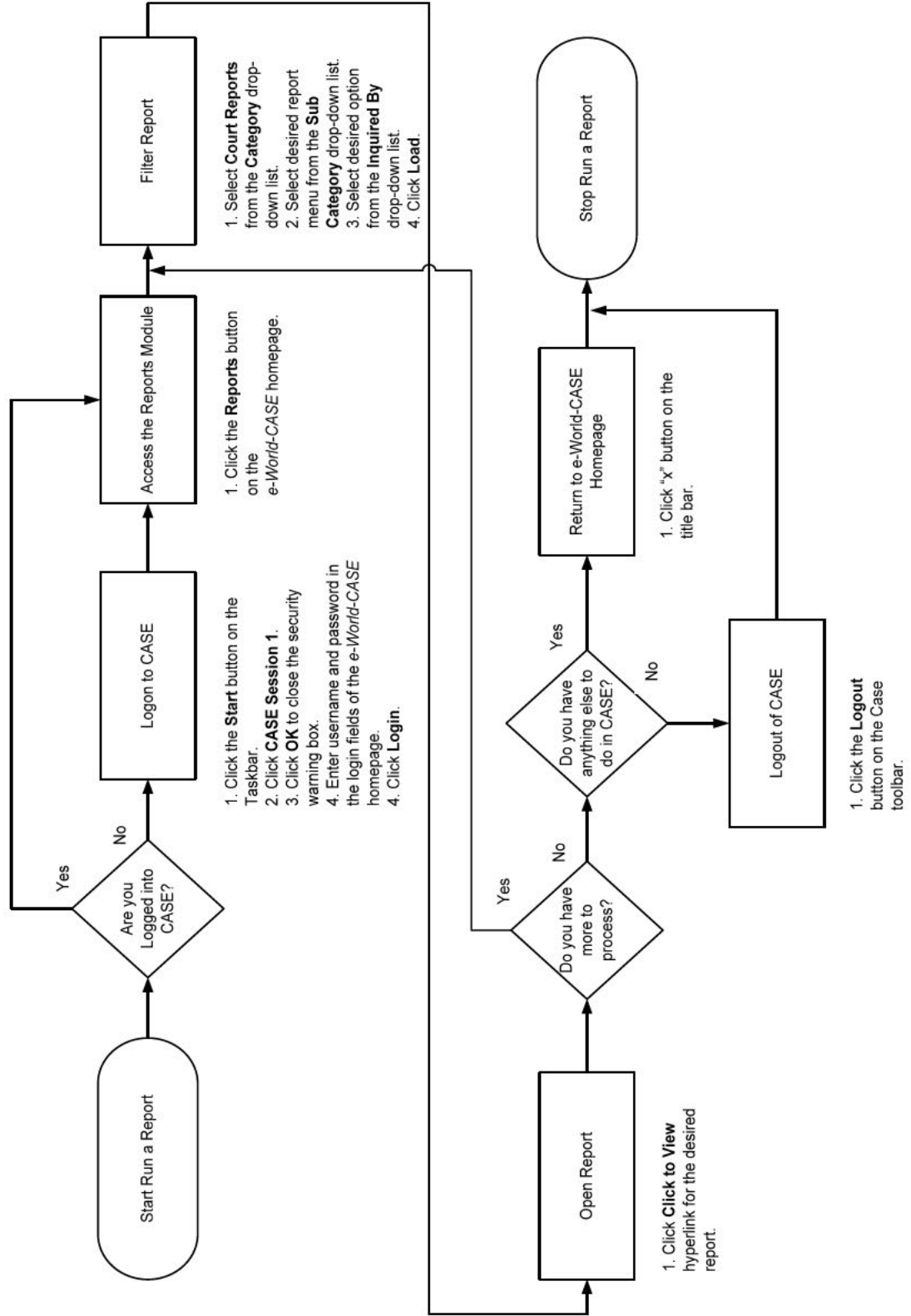
Lesson 3 – Reports

Run a Report

Revision: 1.00

Purpose: To access data reports from the CASE system.

Prerequisite: The user must have access to CASE and COGNOS.



Lesson 3 – Reports

Unit 3 – Run a Report (Court Reports Writer)

- Access the Reports Module
 - Click the **Reports** button on the *e-World-CASE* homepage
- Run Court Reports Writer
 - Select **Court Reports** from *Category* drop-down list
 - Select **Other Reports Menu** from *Sub Category* drop-down list
 - Select **Other** from *Inquired By* drop-down list
 - Click **Load**
 - Click *Click to View* hyperlink for the *Court Reports Writer* report
 - Select **criteria** to run the report
 - Click **Run Report**
- View Report
- Print Report
 - Click **Print**
- Close Report
 - Click **close** button in the upper right corner of the window
- Return to *e-World-CASE* Homepage
 - Click the **Home** button on the CASE toolbar

Notes:

Writer is a query that searches the entire database for cases with specified criteria.

Generate a report with the following criteria:

Case Type: Removal

Base City: WAS

HLOC: WAS

Nationality: Columbia

Language: Spanish

Click Run Report hyperlink.

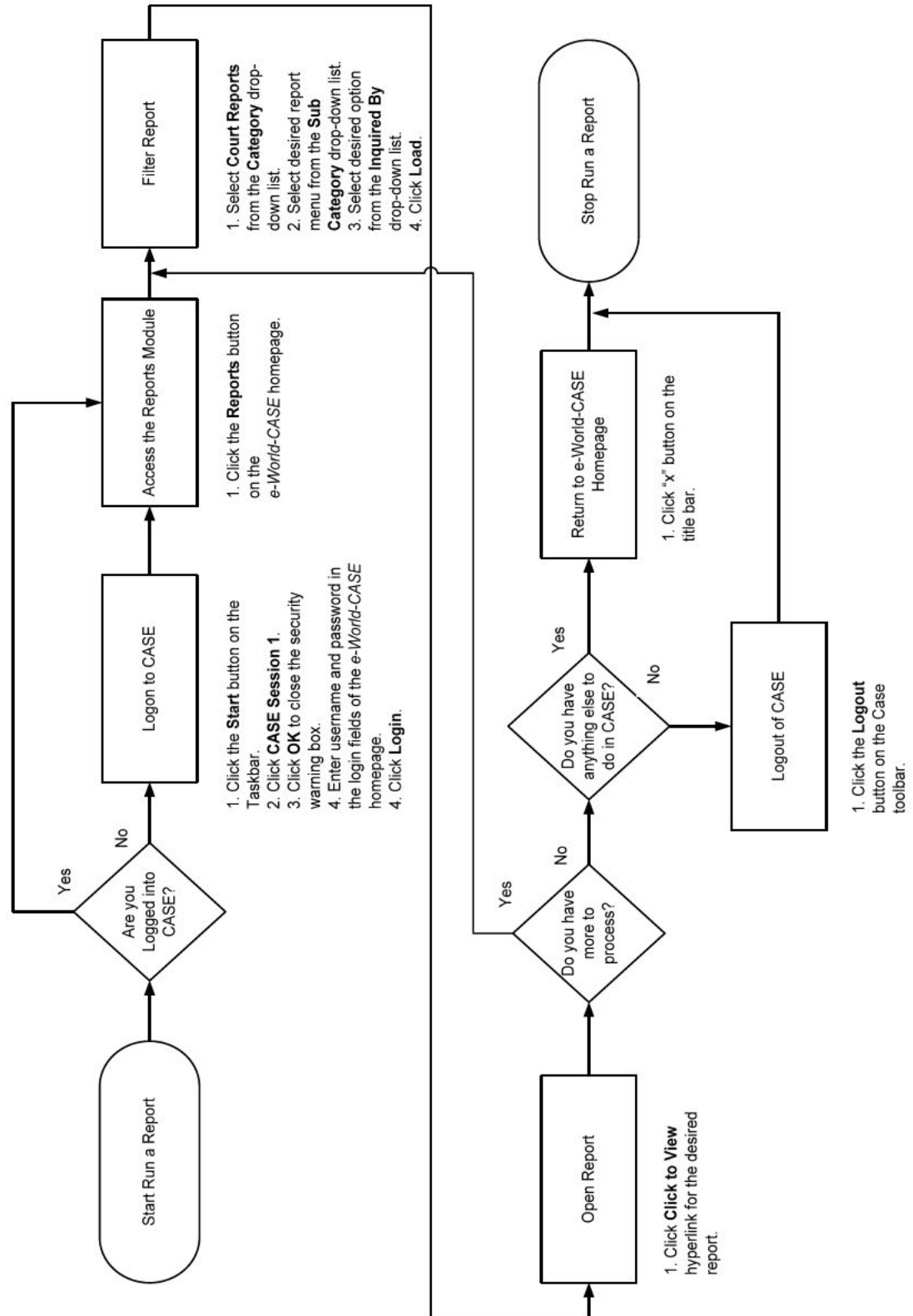
Lesson 3 – Reports

Run a Report

Revision: 1.00

Purpose: To access data reports from the CASE system.

Prerequisite: The user must have access to CASE and COGNOS.



Lesson 3 – Reports

Exercise- Run Court Reports Writer

- Access the Reports Module
- Run Court Reports Writer
- Return to *e-World-CASE* Homepage

Exercise- Run IJ Master Available Calendar

- Access the Reports Module
- Run IJ Master Available Calendar
- Return to *e-World-CASE* Homepage

Exercise- Run Motions Filed and Not Completed

- Access the Reports Module
- Run Motion Filed and Not Completed
- Return to *e-World-CASE* Homepage

Exercise- Run Pending Motions Queue

- Access the Case Manager Module
- Run Pending Motions Queue
- Return to *e-World-CASE* Homepage

Notes:

Report Type: Detailed
Base City: WAS
IJ: John Milo Bryant
Language: Spanish
Housed In: AIK

Category: Court Reports
Subcategory: IJ Reports Menu
Inquire By: Inquire by IJ and Location
Base City: WAS
Session Start Date: First day of Next Month
Session End Date: Last day of Next Month
Session Type: Initial Master
IJ: John Milo Bryant (JMB)

Motion Filed and Not Completed
These are motions not completed by the completion date

Category: Court Reports
Subcategory: IJ Reports Menu
Inquire By: Inquire by IJ and Location
Base City: WAS
Hearing Location: WAS
IJ: All Immigration Judges

Base City WAS
Hearing Location WAS
IJ: Select All
Case Type: Select All
Motion Due 3 weeks from today
Motion Type: Select All
Date Motion Filed: Today

Lesson 4 – Printer Profiles

Lesson 4 – Printer Profiles

Objectives

To be able to:

- Add a printer definition.
- Configure a Site printer profile.
- Assign a User printer profile.
- Remove a User printer profile.

Notes:

Lesson 4 – Printer Profiles

Unit 1- Add Printer Definition

- Access Administration Module
 - Click the **Administration** button on the *e-World-CASE* homepage
- Add New Printer Definition
 - Click the **Printers** tab in the **Administration** module
 - Select **Printer Definition** from the *Select* drop-down field
 - Click **Load**
 - Select **Add New Printer Definition** from the *Select* drop-down field
 - Click **Load**
 - Enter printer name in the *Printer Name* field
 - Enter printer network path in the *Path* field
 - Select hearing location from the *Hearing Location* drop-down list
 - Select printer type from *Select Printer Configuration* drop-down field
 - Enter the total number of paper trays in the *Number of Tray* field
 - Click **Continue**
 - Verify tray/paper type information
 - Click **Save Data**
 - Make note of any affected printer profiles
 - Click **Close**

Notes:

CA's assigned Base City:

CA1	SEA		
CA2	ELO		
CA3	HLG		
CA4	HON	CA9	BOS
CA5	HOU	CA10	PHI
CA6	IMP	CA11	DAL
CA7	KRO	CA12	LOMPOC
CA8	ATL	CA13	ELP
		CA14	MEM
		CA15	TUC

These Base Cities will be used for the entire lesson.

Handout: Printer Information sheet with Printer Name, Printer Path, Printer Configuration and Total Number of Trays.

Default paper configurations:

4250:

Tray-1: Please Select One

Tray-2: Plain paper

Tray-3: Plain Paper

Tray-4: Carbon Paper

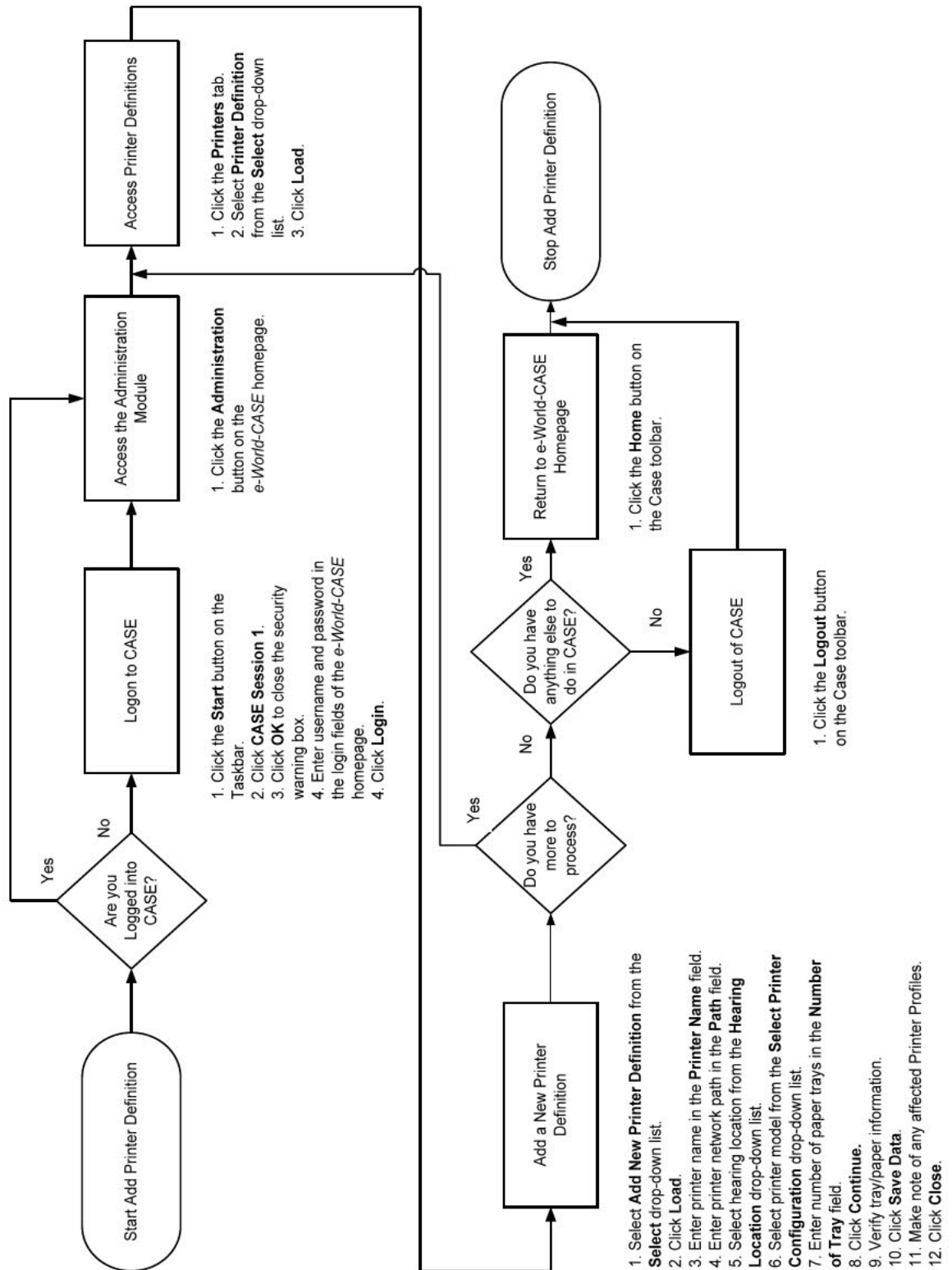
3380:

Tray-1: Please Select One

Tray-2: Carbon Paper

Add Printer Definition

Revision: 1.00



Lesson 4 – Printer Profiles

Exercise- Add Printer Definition

- Add printer definition

Exercise- Add Printer Definition

- Add printer definition
- Return to *e-World-CASE* homepage

Notes:

See handout for specific printer details.

Add printer definition for 3380

See handout for specific printer details.

Add printer definition for Printronix

Lesson 4 – Printer Profiles

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Lesson 4 – Printer Profiles

Unit 2- Configure a Site Printer Profile

- Access Administration Module
 - Click the **Administration** button on the *e-World-CASE* homepage
- Create a Site Profile
 - Click the **Printers** tab in the **Administration** module
 - Select **Site Printer Profile** from the *Select* drop-down field
 - Click **Load**
 - Select **Base City** from the *Select* drop-down field
 - Click **Load**
 - Select **Add New Printer Profile** from the *Select* drop-down field
 - Click **Load**
 - Enter profile name in the *Site Profile Name* field
 - Select printer from the *Notice/Order Printer* drop-down field
 - Select printer from the *Worksheet Printer* drop-down field
 - Select printer from the *ROP Label Printer* drop-down field
 - Click **Common Profile** checkbox, if appropriate
 - Click **Save Data**

Notes:

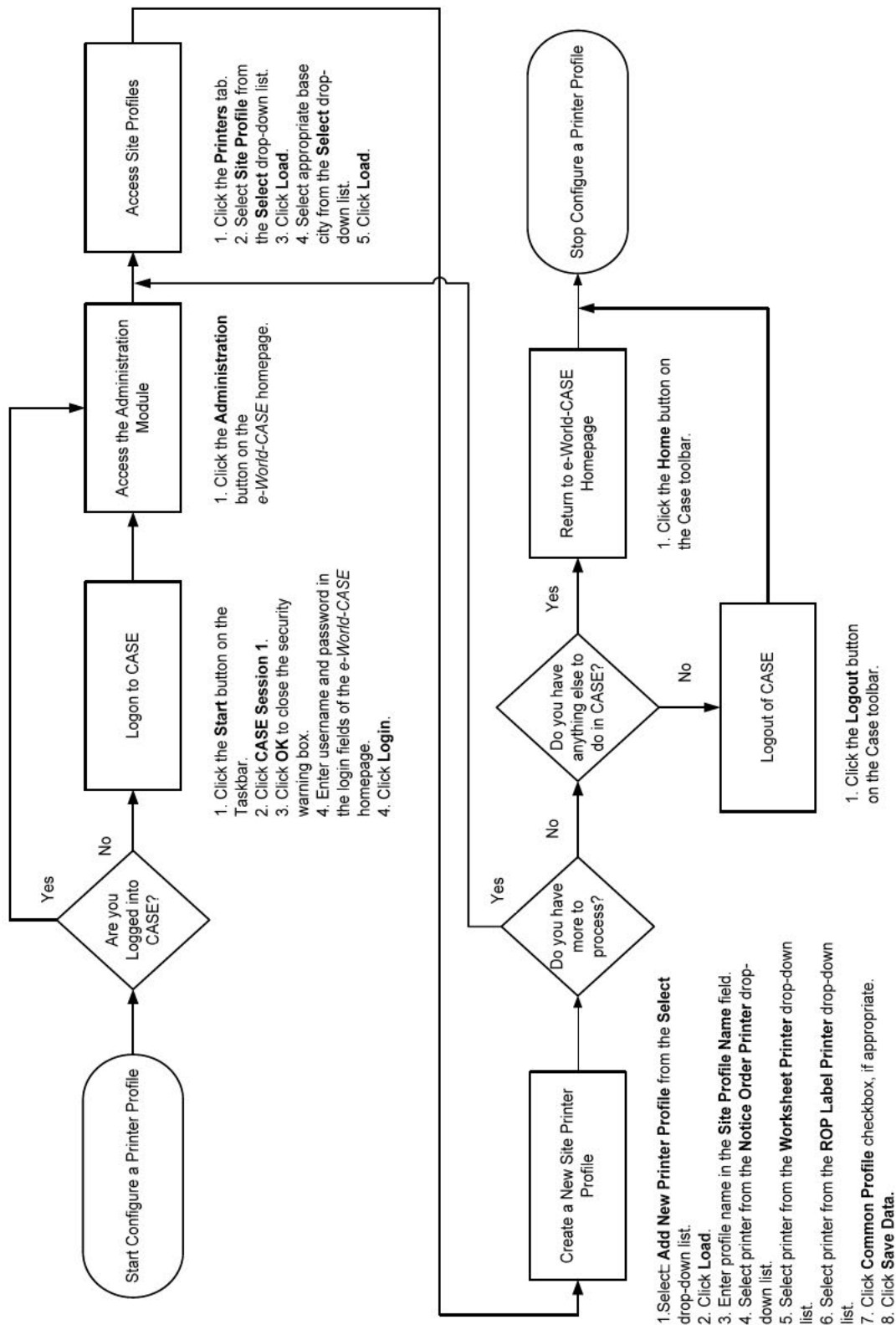
Site Profile Name: Print Area 1
Notice/Order Printer: Printer 1
Worksheets Printer: Printer 1
ROP Printer: Printronix
Common Profile: (checked)

Configure a Site Profile

Revision: 1.00

Purpose: To configure printer profiles that will be available at a site.

Prerequisite: All printers must be defined in the CASE system.



Lesson 4 – Printer Profiles

Exercise- Configure a Site Printer Profile

- Create a site printer profile

Exercise- Configure a Site Printer Profile

- Create a site printer profile

Exercise- Configure a Site Printer Profile

- Create a site printer profile
- Return to *e-World-CASE* homepage

Notes:

Site Profile Name: Print Area 2
Notice/Order Printer: Printer 2
Worksheets Printer: Printer 2
ROP Printer: Printronix
Common Profile: (unchecked)

Site Profile Name: Courtroom 1
Notice/Order Printer: Printer 1
Worksheets Printer: Printer 1
ROP Printer: Printronix
Common Profile: (unchecked)

Site Profile Name: Courtroom 2
Notice/Order Printer: Printer 1
Worksheets Printer: Printer 1
ROP Printer: Printronix
Common Profile: (unchecked)

Lesson 4 – Printer Profiles

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Lesson 4 – Printer Profiles

Unit 3- Assign a Printer Profile

- Access Administration Module
 - Click the **Administration** button on the *e-World-CASE* homepage
- Assign Printer Profile
 - Click the **Printers** tab in the **Administration** module
 - Select **User Printer Profile** from the *Select* drop-down field
 - Click **Load**
 - Select **user** to update from *Select* drop-down field
 - Click **Load**
 - Select corresponding *Add* checkbox for the chosen profile
 - Select corresponding *My Desk* checkbox for the chosen profile
 - Click **Save Data**

Exercise-Assign a Printer Profile

- Assign printer profile

Exercise-Assign a Printer Profile

- Assign printer profile

Exercise-Verify Printer Profile Changes

- Log in to a second session of CASE
- Select a printer profile
- Close second session of CASE

Notes:

CASE Session 2
Login: courtuser(x)

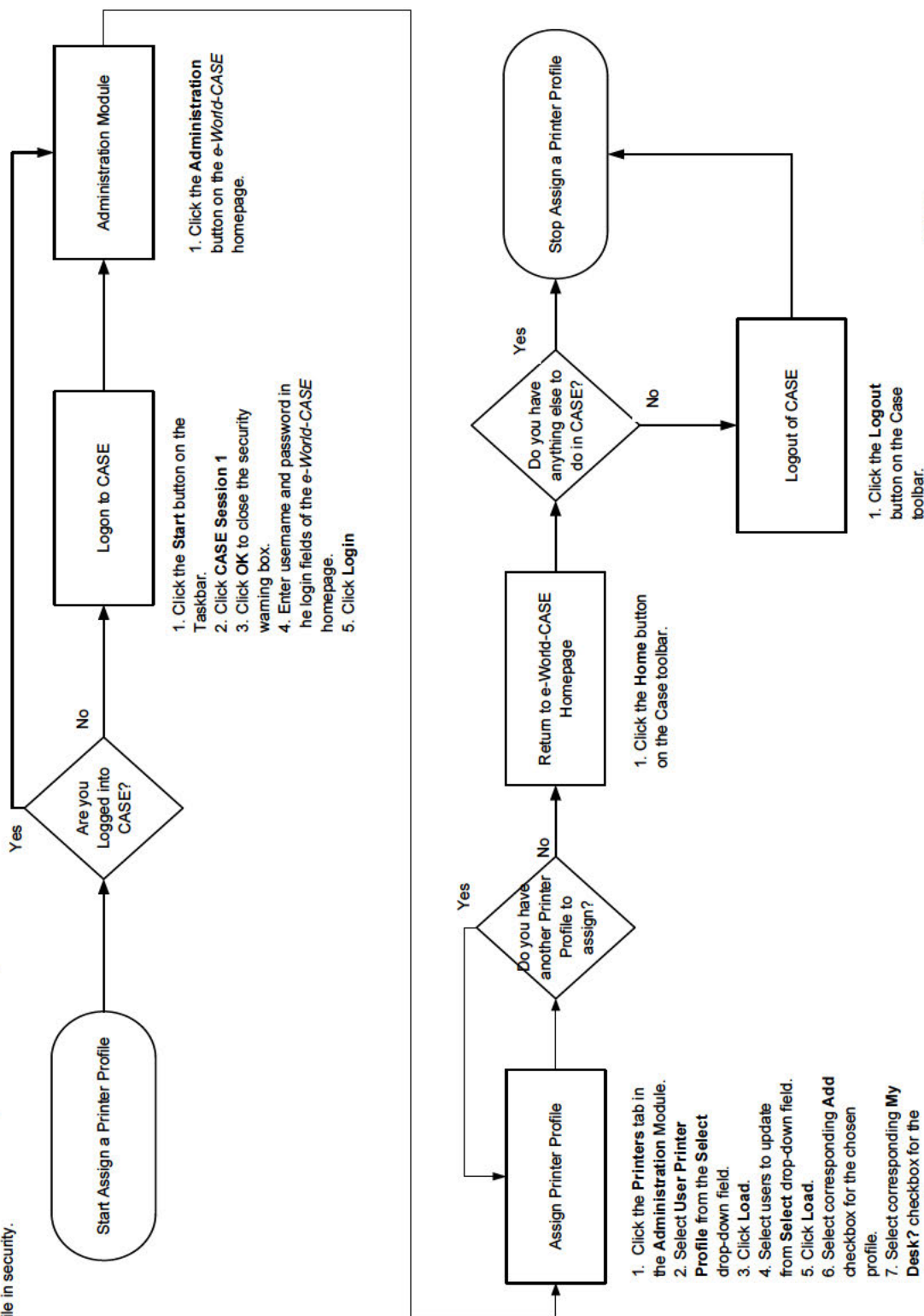
Lesson 4 – Printer Profiles

Revision: 2.00

Assign a Printer Profile

Purpose: to allow the Court administrator to assign a pre-created printer profile to a court user. The printer profile directs the printing from CASE.

Prerequisite: User should have grant access to user print profile in security.



Notes:

When the court user logs into CASE, the assigned printer profile will appear in the current print profile dropdown box.

Lesson 4 – Printer Profiles

Unit 3- Remove User Printer Profiles

- Remove Printer Profile
 - Select **User Printer Profile** from the *Select* drop-down field
 - Click **Load**
 - Select **User** to update from *Select* drop-down field
 - Click **Load**
 - Select corresponding *Remove* checkbox for the chosen profile
 - Click **Save Data**

Exercise- Remove User Printer Profile

- Remove user printer profile

Exercise- Remove User Printer Profile

- Remove user printer profile
- Return to *e-World-CASE* homepage
- Log out of CASE

Notes:

Lesson 4 – Printer Profiles

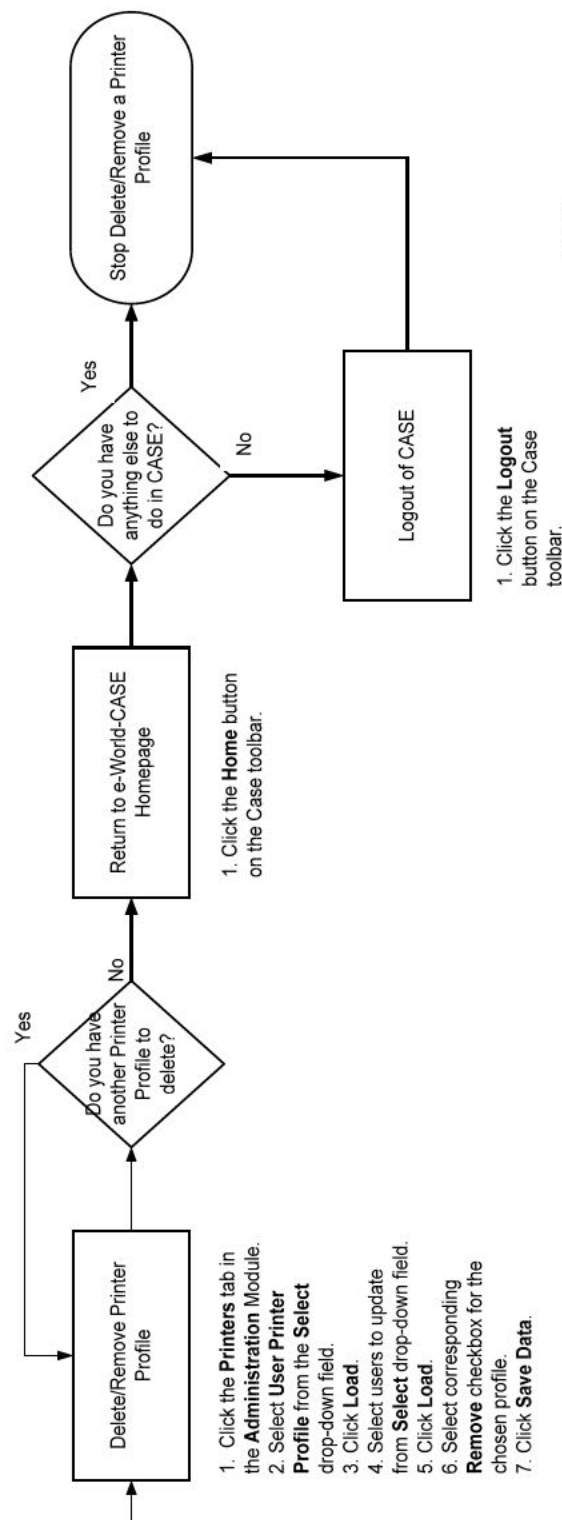
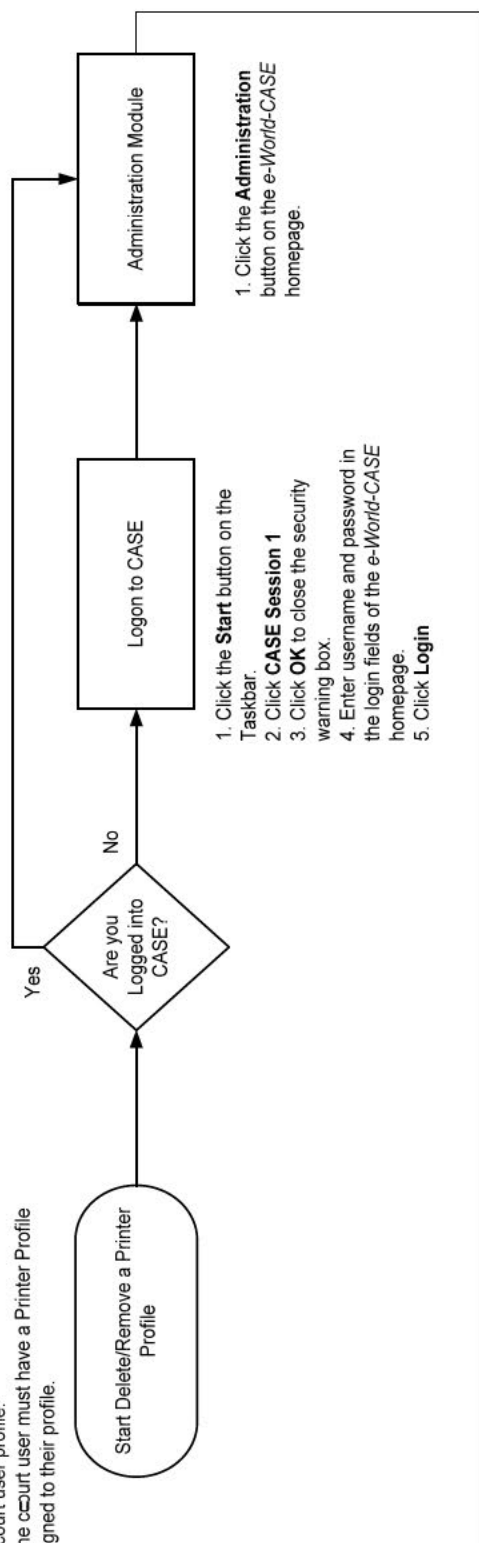
Revision: 2.00

Remove a Printer Profile

Purpose: to allow the Court Administrator to remove user access to a site printer profile.

Prerequisite:

1. Court Administrator must have access to the court user profile.
2. The court user must have a Printer Profile assigned to their profile.



Notes:
When the court user logs into CASE, the deleted profile will not appear in the current print profile dropdown box.

Lesson 4 – Printer Profiles

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Lesson 5 – IJ Agendas

Lesson 5 – IJ Agendas

Objectives

To be able to:

- Set up Daily Agenda.
- Schedule leave time.
- Edit schedule for an individual date.
- Create Add New Agenda.
- Set up IJ daily agenda.
- Modify a named agenda.
- Delete a named agenda.
- Establish IJ monthly calendar.
- Transfer a session.

Notes:

Lesson 5 – IJ Agendas

Unit 1-Set up IJ Daily Agenda

- Log in to CASE
 - Click the **Start** button on the taskbar
 - Click **CASE 1**
 - Click **OK** to close the security warning box
 - Enter username and password in the *Login* fields of the *e-World-CASE* homepage
 - Click **Login**
- Access the Utilities Module
 - Click the **Utilities** button on the *e-World-CASE* homepage
- Access Daily Agenda
 - Click **Agendas** tab in the **Utilities** module
 - Select type from *Type* drop-down list
 - Click **Load**
 - Select base city from *Base City* drop-down list
 - Select IJ from *Name* drop-down list
 - Click **Load**

Notes:

Type: IJ
Base City: BAL
IJ Name: CA IJ from label

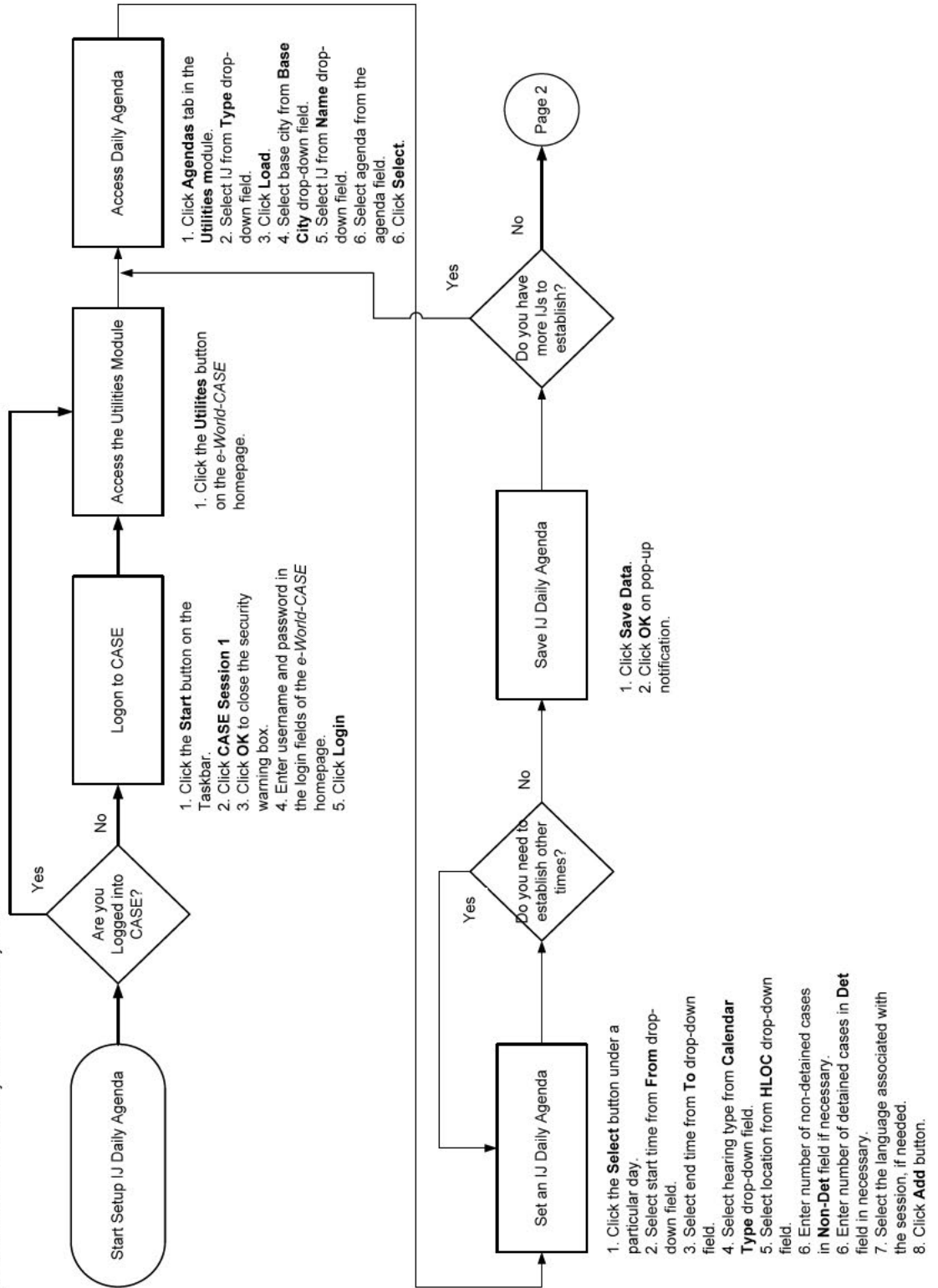
Lesson 5 – IJ Agendas

Revision: 2.00

Setup IJ Daily Agenda

Purpose: To establish an IJ's schedule on a hearing date.

Prerequisite: An IJ tied to a base city must exist in the system.



Lesson 5 – IJ Agendas

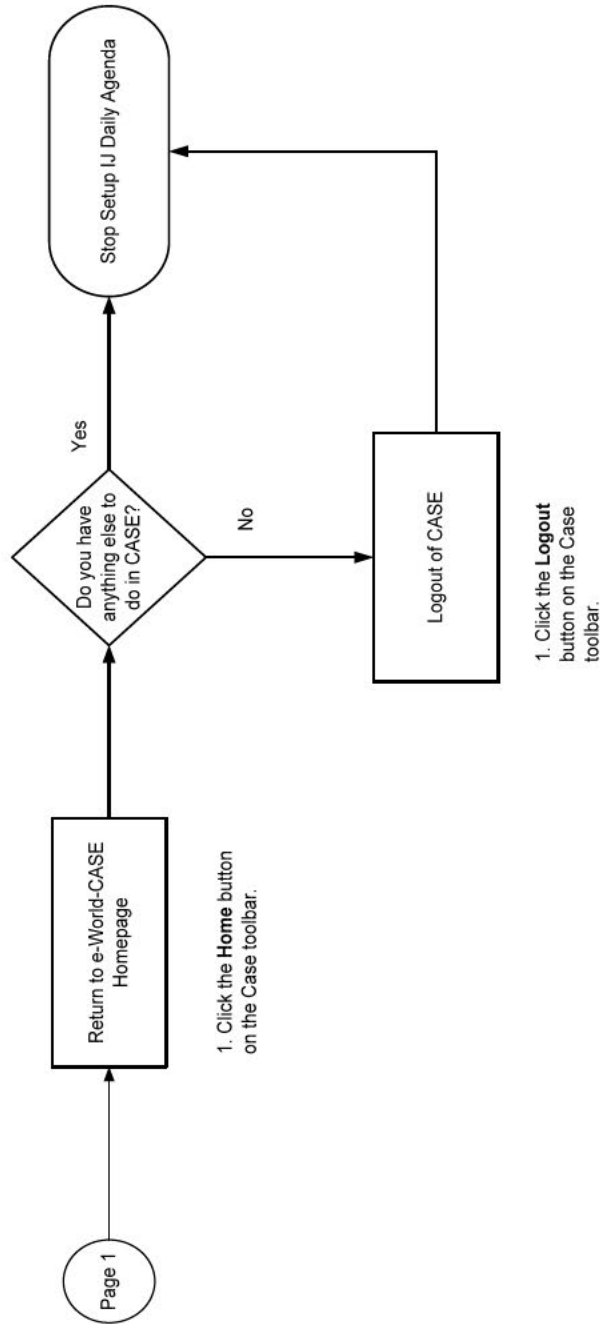
- Set up IJ Daily Agenda
 - Click **Select** button on Monday
 - Select start time from *From* drop-down list
 - Select end time from *To* drop-down list
 - Select hearing type from *Calendar Type* drop-down list
 - Select location from *HLOC* drop-down list
 - Enter number of non-detained cases in *Non-Det* field, if necessary
 - Enter number of detained cases in *Det* field, if necessary
 - Click **Add**
- Save IJ Daily Agenda
 - Click **Save Data**
 - Click **OK** on pop-up notification

Notes:

Set up Mondays to establish.
PEN Hearing Location
9-11am: Initial Master (20 non, 0 detained)
4-5pm: Administrative
BAL Hearing Location
11-12pm: Individual Asylum
1-3pm: Master Reset (20 non, 0 detained)

Revision: 2.00

Setup IJ Daily Agenda Continued



Lesson 5 – IJ Agendas

Unit 2-Schedule Leave Time

- Access IJ Monthly Calendar
 - Click **Agendas** tab in the **Utilities** module
 - Click **Monthly** title link
 - Select IJ from *Immigration Judge* drop-down list
 - Select month from *Month* drop-down list
 - Select year from *Year* drop-down list
 - Click **Load**
- Enter Leave Time
 - Click checkboxes for desired dates
 - Click **Special**
 - Select agenda type from *Special Agenda Type* drop-down list
 - Click **Save Data**
- Return to *e-World-CASE* homepage
 - Click the **Home** button on the CASE toolbar

Notes:

IJ: CA IJ from label
Month: Next Month
Year: 2007

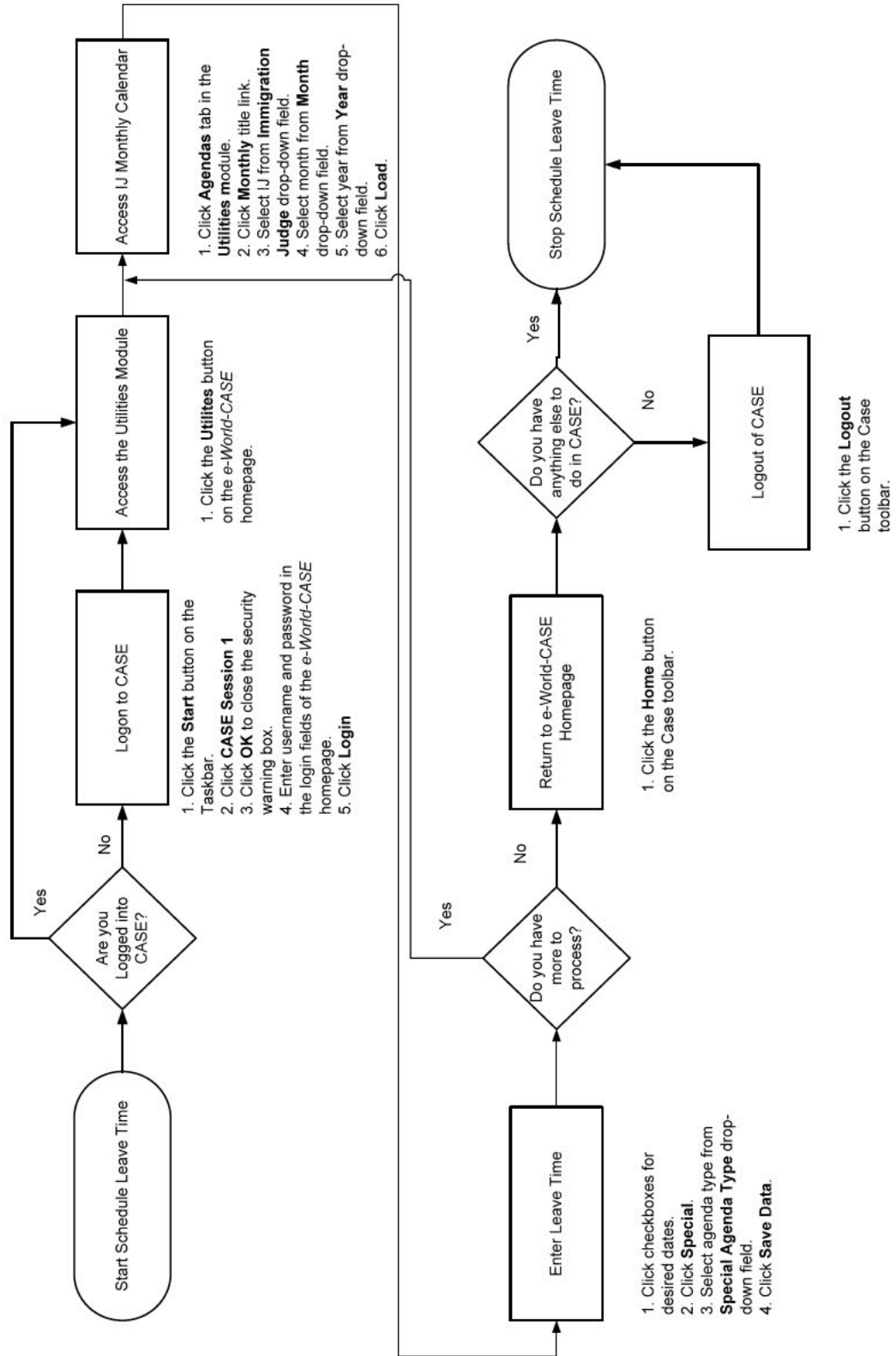
Special Agenda Type: Annual Leave

Revision: 2.00

Schedule Leave Time

Purpose: To record the days an IJ will be on leave, and block them from scheduling.

Prerequisite: An IJ must have applied for leave.



Lesson 5 – IJ Agendas

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Lesson 5 – IJ Agendas

Exercise Setup of IJ Daily Agenda

- Access the Utilities Module
- Access Daily Agenda
- Establish IJ Daily Agenda
- Save IJ Daily Agenda
- Return to the *e-World-CASE* Homepage

Notes:

Type: IJ
Base City: BAL
IJ Name: CA IJ from label

Set Up Tuesdays to establish.

BAL:
9-12pm: Initial Master (20 non, 0 detained)
1-3pm: Initial Master (0 non d, 20 detained)

HAG:
3-5pm: Individual Asylum

Lesson 5 – IJ Agendas

Show Establish All Dates radio button.

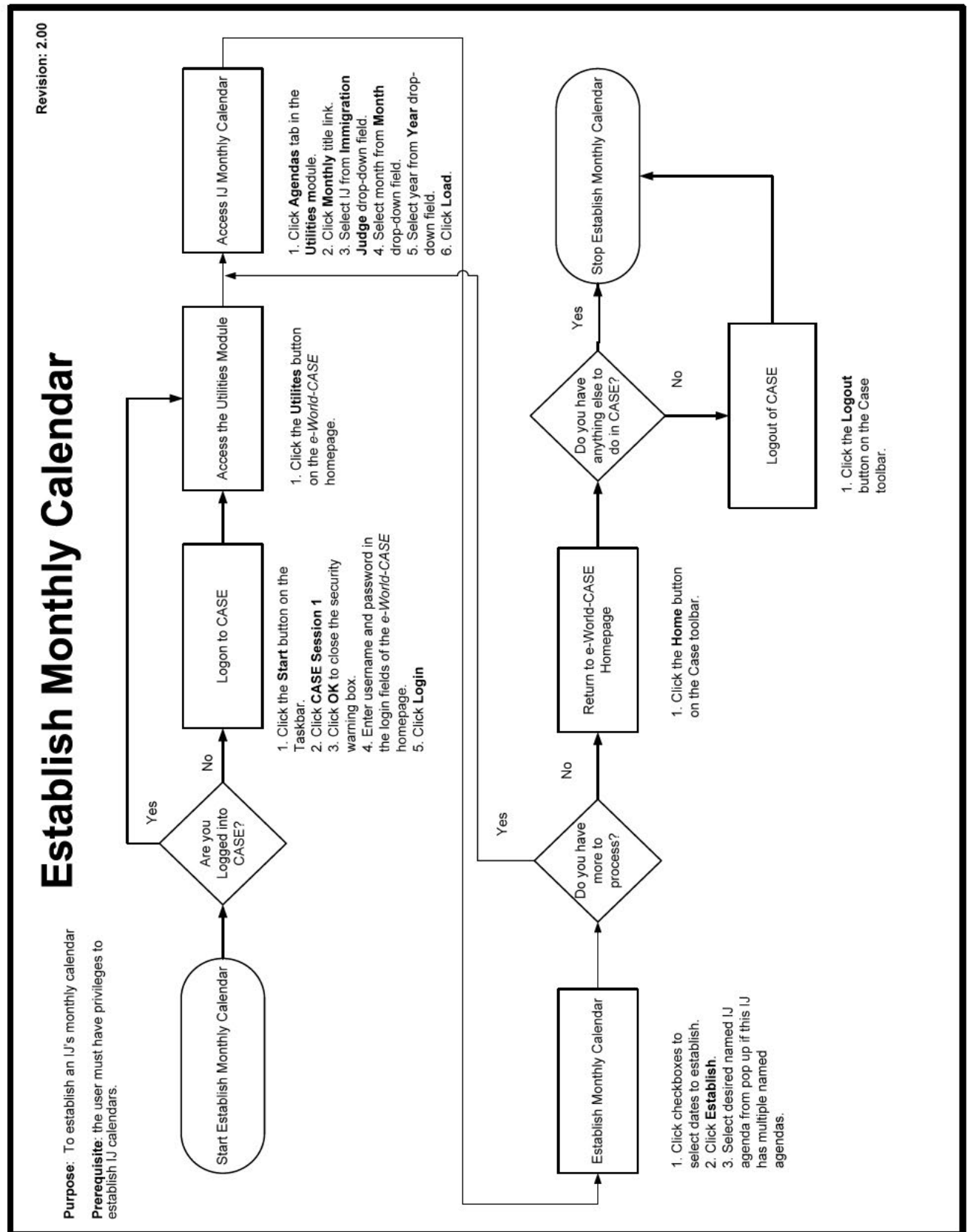
Unit-3- Establish IJ Monthly Calendar

- Access the Utilities Module
 - Click the **Utilities** button on the *e-World-CASE* homepage
- Establish Monthly Calendar
 - Click **Agendas** tab in the **Utilities** module
 - Click **Monthly** title link
 - Select IJ from *Immigration Judge* drop-down list
 - Select current month from *Month* drop-down list
 - Select current year from *Year* drop-down list
 - Click **Load**
 - Click checkboxes to select dates to establish
 - Click **Establish**
 - Select desired named IJ agenda from pop-up if IJ has multiple named agendas
 - Click **Establish**
- Return to the *e-World-CASE* Homepage
 - Click the **Home** button on the CASE toolbar

Notes:

IJ: CA IJ from label
Month: Next Month
Year: 2007
Establish Tuesdays

Lesson 5 – IJ Agendas



Lesson 5 – IJ Agendas

Exercise - Establish IJ Monthly Calendar

- Access the Utilities Module
- Establish Monthly Calendar
- Return to the *e-World-CASE* Homepage

Notes:

IJ: CA IJ listed on Label
Month: Next Month
Year: 2007
Establish Mondays

Lesson 5 – IJ Agendas

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Lesson 5 – IJ Agendas

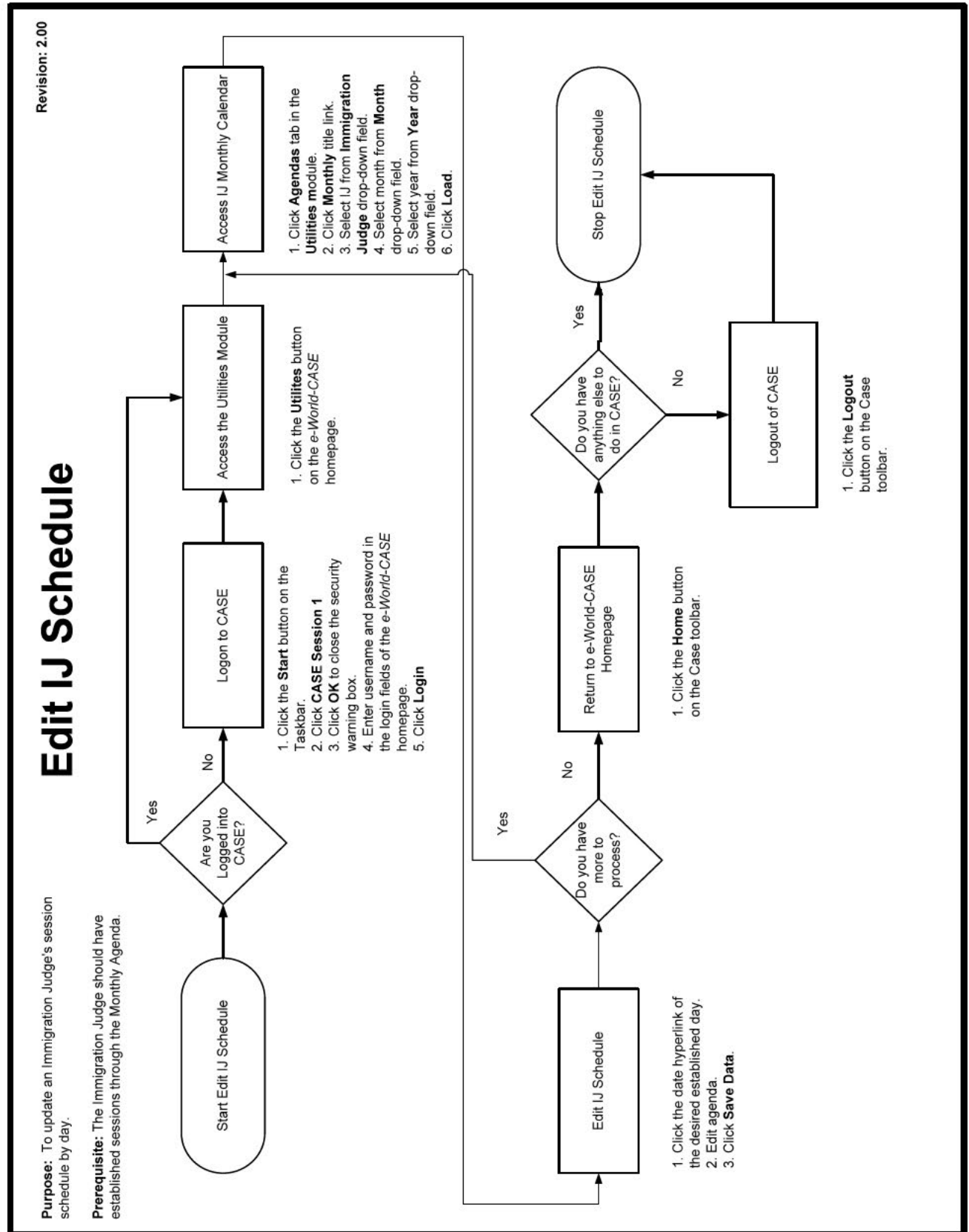
Unit 4-Edit IJ Schedule (for an Individual Date)

- Access the Utilities Module
 - Click the **Utilities** button on the *e-World-CASE* homepage
- Access IJ Monthly Calendar
 - Click **Agendas** tab in the **Utilities** module
 - Click *Monthly* title link
 - Select IJ from *Immigration Judge* drop-down list
 - Select month from *Month* drop-down list
 - Select year from *Year* drop-down list
 - Click **Load**
- Edit IJ Schedule
 - Click the date hyperlink of the desired established day
 - Edit **Agenda**
 - Click **Save Data**
- Return to *e-World-CASE* Homepage
 - Click the **Home** button on the CASE toolbar

Notes:

IJ: CA IJ from label
Month: Next Month
Year: 2007
Day: Any Established Monday

Change 4-5pm time to "Travel" time.



Lesson 5 – IJ Agendas

Exercise- Schedule Leave Time

- Access IJ monthly calendar
- Enter leave time
- Return to *e-World-CASE* homepage

Exercise- Edit Schedule for an Individual Date

- Access daily agenda
- Access IJ monthly calendar
- Edit IJ schedule
- Return to *e-World-CASE* homepage

Notes:

IJ: assigned IJ
Month: 2 Months From Today's Date
Year: 2007
Day: Any Monday

Special Agenda Type: Sick Leave

IJ: assigned IJ
Month: Next Month
Year: 2007
Day: Any Tuesday

Change 3-5pm Individual Asylum to Administrative

Lesson 5 – IJ Agendas

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Lesson 5 – IJ Agendas

Unit 5- Create and Set up New Named IJ Daily Agenda

- Access the Utilities Module
 - Click the **Utilities** button on the *e-World-CASE* homepage
- Access Daily Agenda
 - Click **Agendas** tab in the **Utilities** module
 - Select type from *Type* drop-down list
 - Click **Load**
 - Select base city from *Base City* drop-down list
 - Select IJ from *Name* drop-down list
 - Click **Load**
- Create New Named Agenda
 - Enter Name of new agenda you wish to create in the *Agenda Name* field
 - Click **Add New**
- Select Desired Day
 - Click **Select** button for the day of the week of the named IJ daily agenda you wish to set up
- Establish IJ Daily Agenda
 - Select start time from *From* drop-down list
 - Select end time from *To* drop-down list
 - Select hearing type from *Calendar Type* drop-down list
 - Select location from *HLOC* drop-down list
 - Enter number of non-detained cases in *Non-Det* field, if necessary
 - Enter number of detained cases in *Det* field, if necessary
 - Click **Add**

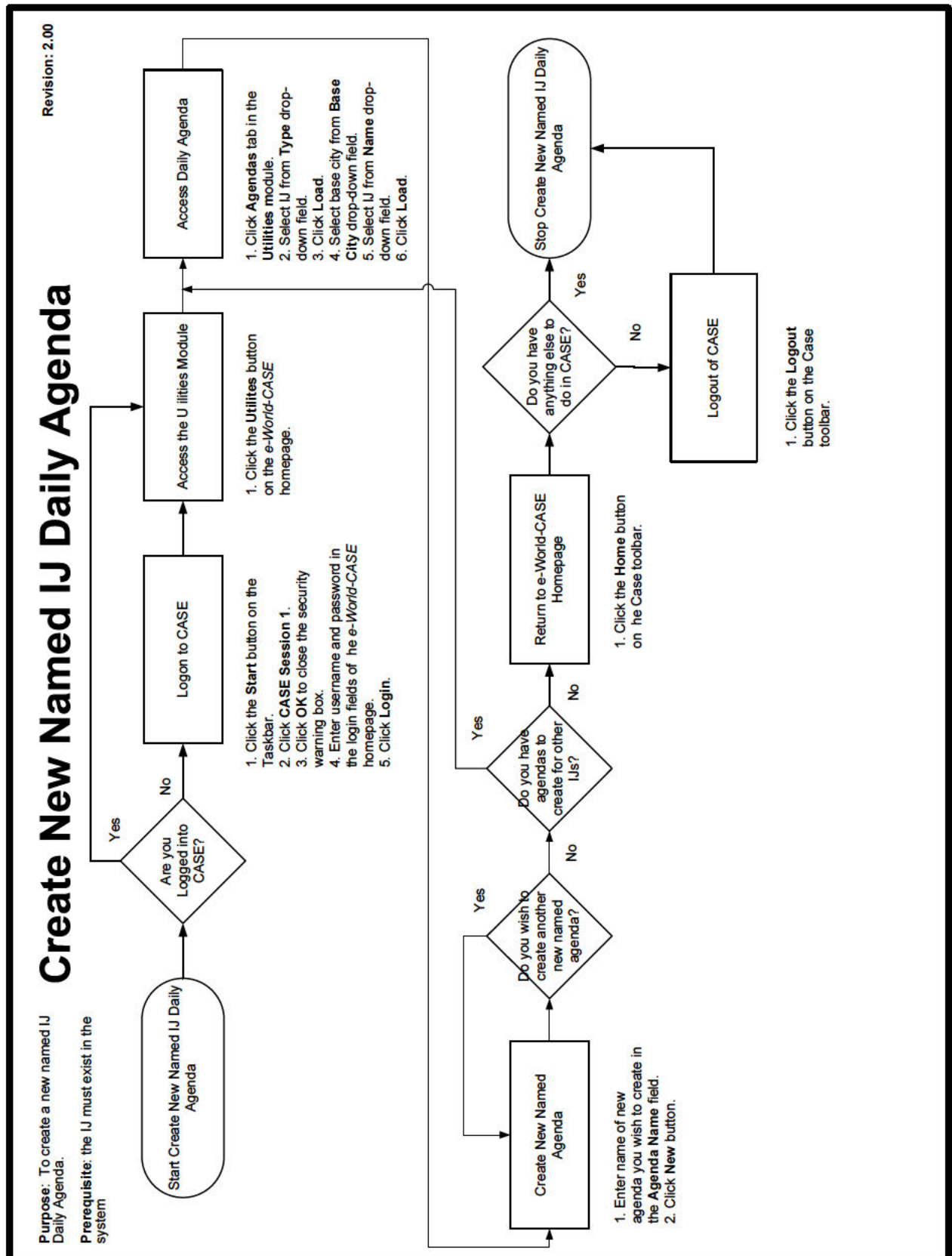
Notes:

Type: IJ
Base City: BAL
IJ: assigned IJ
New Agenda Name: Agenda 2

Day of the week: Tuesday

9-11am: Individual Asylum
1-3pm: Initial Master (30 non-det, 0 det)
4-5pm: Master Reset (10 non-det, 10 det)
Hearing Location: BAL

Lesson 5 – IJ Agendas



Lesson 5 – IJ Agendas

- Save IJ Daily Agenda
 - Click **Save Data**
 - Click **OK** on pop-up notification
- Return to the *e-World-CASE* Homepage
 - Click the **Home** button on the CASE toolbar

Notes:

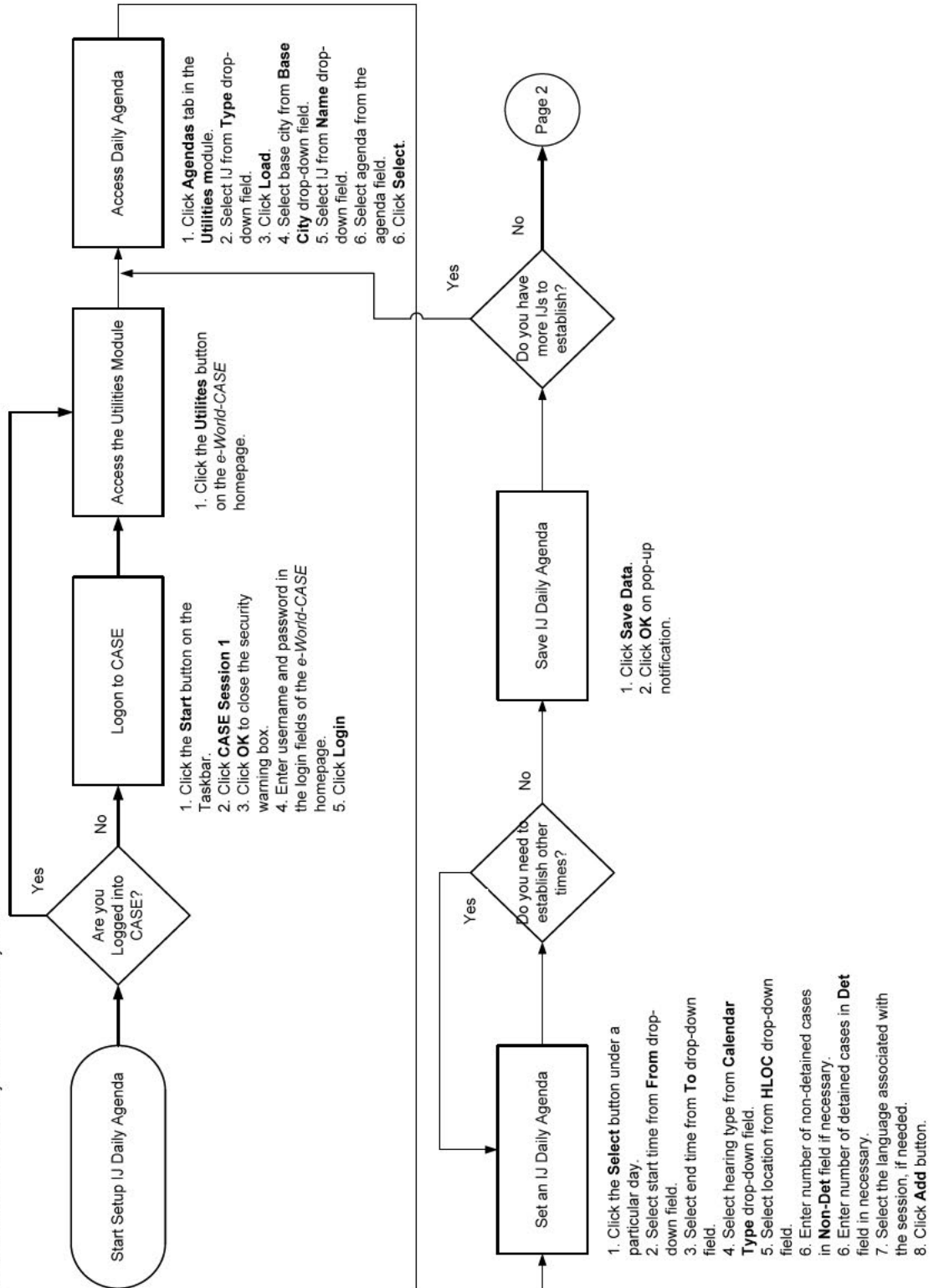
Lesson 5 – IJ Agendas

Revision: 2.00

Setup IJ Daily Agenda

Purpose: To establish an IJ's schedule on a hearing date.

Prerequisite: An IJ tied to a base city must exist in the system.



Lesson 5 – IJ Agendas

Unit 6-Modify IJ Daily Agenda

- Access the Utilities Module
 - Click the **Utilities** button on the *e-World-CASE* homepage
- Access Daily Agenda
 - Click **Agendas** tab in the **Utilities** module
 - Select type from *Type* drop-down list
 - Click **Load**
 - Select base city from *Base City* drop-down list
 - Select IJ from *Name* drop-down list
 - Click **Load**
- Select Desired Named Agenda
 - Select named agenda from the *Agenda Name* drop-down list
- Select Desired Day
 - Click **Select** for the day of the week you wish to modify
- Delete Existing Time Slot(s)
 - Click **Delete** button for time slot to be removed
 - Click **Delete** button on confirmation page
 - Repeat as needed
- Set up New Time Slot
 - Select start time from *From* drop-down field
 - Select end time from *To* drop-down field
 - Select hearing type from *Calendar Type* drop-down field
 - Select location from *HLOC* drop-down field
 - Enter number of non-detained cases in *Non-Det* field if necessary

Notes:

Type: IJ
Base City: BAL
IJ: assigned IJ

Agenda Name: Agenda 2

Day to modify: Tuesday
Time slot to delete: 3-4pm

From: 3pm
To: 4pm
Calendar Type: Individual Asylum
HLOC: BAL

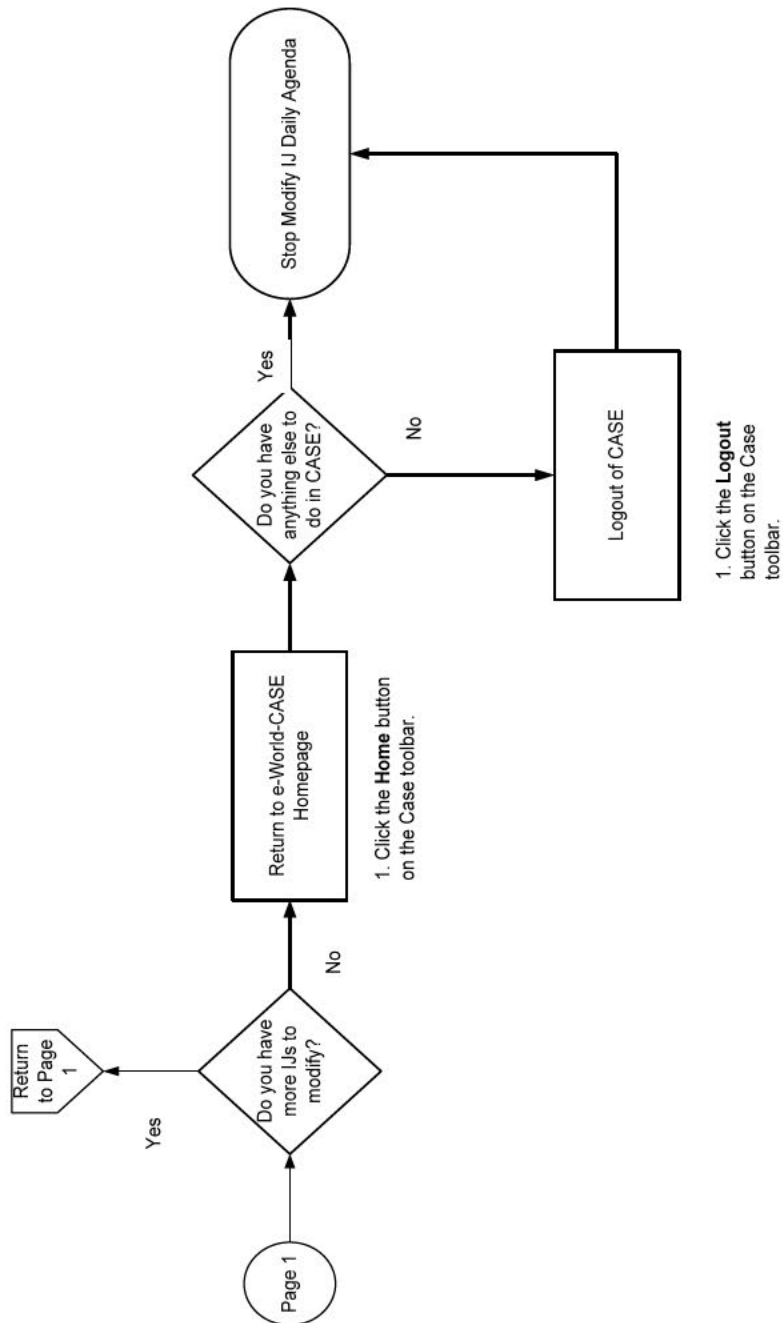
Lesson 5 – IJ Agendas

- Enter **Number** of detained cases in *Det* field in necessary
- Click **Add**
- Save IJ Daily Agenda
 - Click **Save Data**
 - Click **OK** on pop-up notification
- Return to the *e-World-CASE* homepage
 - Click the **Home** button on the CASE toolbar

Notes:

Modify IJ Daily Agenda

Revision: 2.00



Page 2 of 2

Lesson 5 – IJ Agendas

Unit 7-Delete IJ Daily Agenda

- Access the Utilities Module
 - Click the **Utilities** button on the *e-World-CASE* homepage
- Access Daily Agenda
 - Click **Agendas** tab in the **Utilities** module
 - Select type from *Type* drop-down list
 - Click **Load**
 - Select base city from *Base City* drop-down list
 - Select IJ from *Name* drop-down list
 - Click **Load**
- Select Desired Named Agenda
 - Select named agenda from the *Agenda Name* drop-down list
- Delete Named Agenda
 - Click **Delete** button to delete the named agenda
 - Click **Yes** on confirmation pop-up box
- Return to the *e-World-CASE* Homepage
 - Click the **Home** button on the CASE toolbar

Notes:

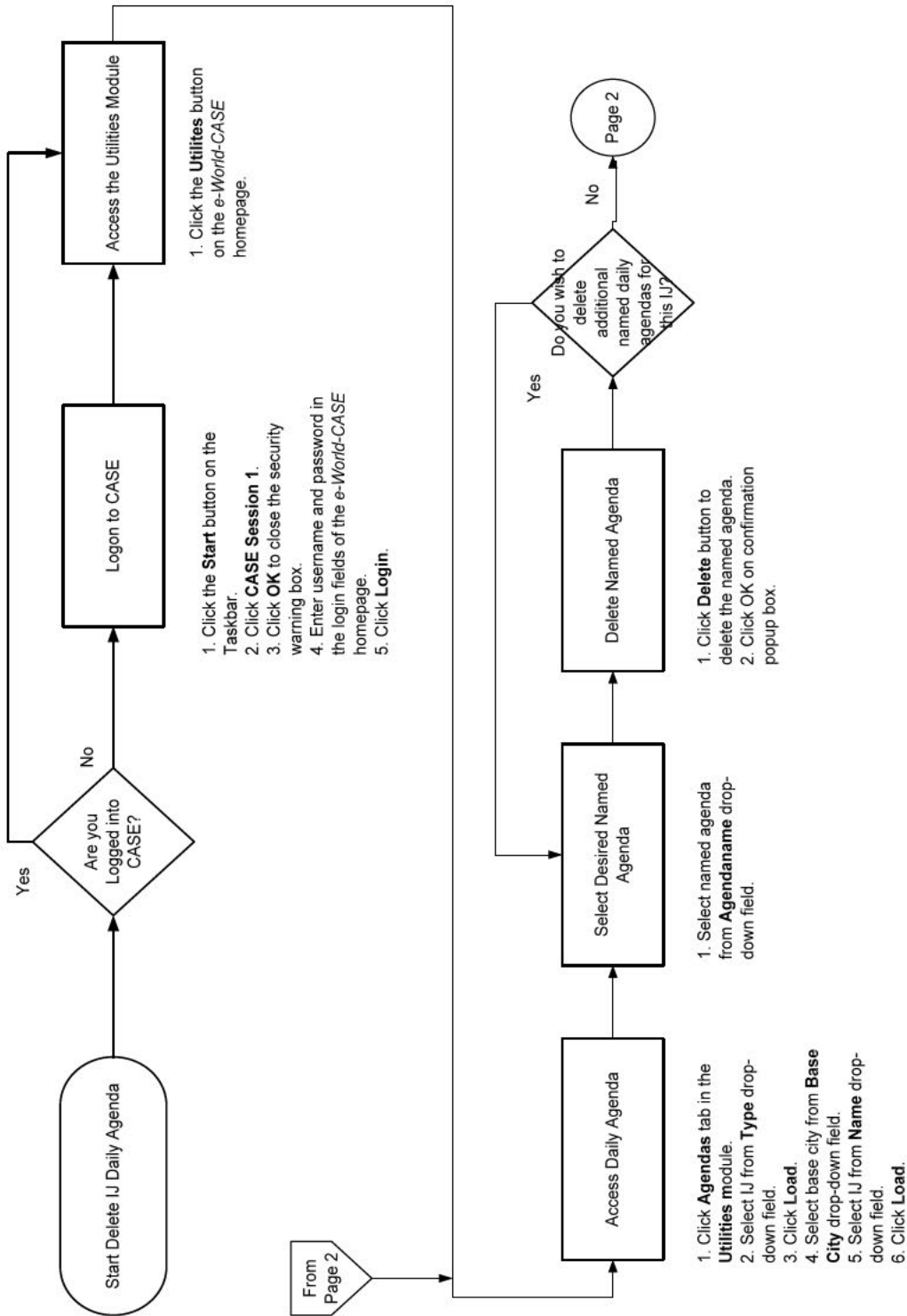
Type: IJ
Base City: BAL
IJ: assigned IJ
Named Agenda: Agenda 2

Delete IJ Daily Agenda

Purpose: to delete an IJ Daily Agenda

Prerequisite: an IJ Daily Agenda must exist in the system.

Revision: 2.00



Page 1 of 2

Lesson 5 – IJ Agendas

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Lesson 5 – IJ Agendas

Unit 8- Transfer a Session

- Access the Utilities Module
 - Click the **Utilities** button on the *e-World-CASE* homepage
- Access IJ Monthly Calendar
 - Click the **Agendas** tab in the **Utilities** module
 - Click the *Monthly* title link
 - Select IJ from *Immigration Judge* drop-down list
 - Select month from *Month* drop-down list
 - Select year from *Year* drop-down list
 - Click **Load**
- Transfer a Session
 - Open the *Date* hyperlink
 - Select the session **T/F** radio button
 - Click **Transfer**
 - Select IJ from *To IJ* drop-down list
 - Enter date in the *To Date* field
 - Select time frame from *To Time* drop-down list
 - Click **Save Data**
- Return to the *e-World-CASE* Homepage
 - Click the **Home** button on the CASE toolbar

Notes:

IJ: (DE IJ Listed on label) -MIA
Month: Select Next Month
Year: 2007

Select a date which has hearings scheduled.

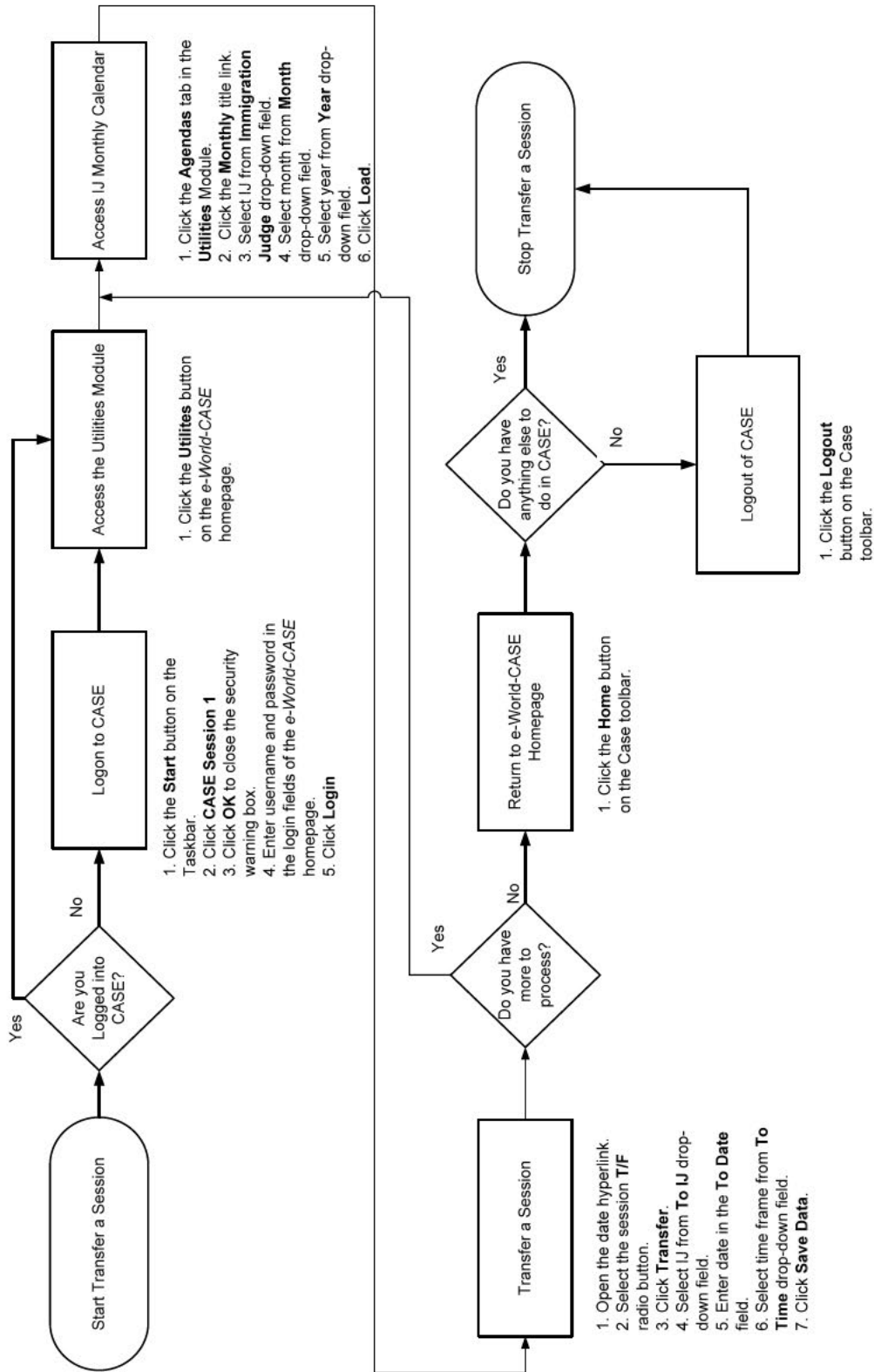
To IJ: any IJ
To Date: Thursday or Friday
To Time: 9:00 am

Transfer a Session

Revision: 2.00

Purpose: To change scheduled items to other days on an IJ schedule.

Prerequisite: Target date has to be an unestablished date.



Notes:
The user has options to transfer an individual session or an entire day to the same judge or to a different judge.

Lesson 5 – IJ Agendas

Exercise - Create and Set up New Named IJ Daily Agenda

- Access the Utilities Module
- Access Daily Agenda
- Create New Named Agenda
- Select desired day
- Establish IJ Daily Agenda
- Save IJ Daily Agenda
- Return to the *e-World-CASE* Homepage

Exercise -Modify a Named Agenda

- Access the Utilities Module
- Access Daily Agenda
- Select Desired Named Agenda
- Select Desired Day
- Delete Conflicting Time Slot(s)
- Set up New Time Slot
- Modify Existing Time Slot(s)
- Save IJ Daily Agenda
- Return to the *e-World-CASE* Homepage

Exercise -Delete a Named Agenda

- Access the Utilities Module
- Access Daily Agenda
- Select Desired Named Agenda
- Delete Named Agenda

Notes:

Agenda Name: Agenda 3

Base City: BAL

IJ: CA IJ from Label

Desired Day: Wednesday

Agenda: 9-11am Initial Master (20 non-det, 0 det)

1-3pm Master Reset (15 non-det, 0 det)

3-5pm Administrative

Named Agenda: Agenda 3

Desired Day: Wednesday

To Delete: 3-5pm

New Time Slot: 3-5pm change to Travel Time

Delete Agenda 3

Lesson 5 – IJ Agendas

Exercise - Transfer a Session

- Access IJ Monthly Calendar
- Transfer a session
- Return to the *e-World-CASE* homepage

Notes:

Select a date which has hearings scheduled.

To IJ: DE IJ listed on label

To Time: 9:00 am

To Date: Wednesday

Lesson 5 – IJ Agendas

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Lesson 6 – Global Schedule

Lesson 6 – Global Schedule

Objectives

To be able to:

- Access global calendar.
- Edit global calendar.

Notes:

Lesson 6 – Global Schedule

Unit 1- Change Global Schedule

- Access the Utilities Module
 - Click the **Utilities** button on the *e-World-CASE* homepage
- Access Global Schedule
 - Click the **Agendas** tab in the **Utilities** module
 - Click *Global* title link
 - Select IJ from *IJ-Base City* drop-down list
 - Click **Load**
 - Select hearing location from *Hearing Location* drop-down list
 - Click **Load**
- Select Period to be Changed
 - Enter date range to be changed in the *From* and *To* fields
 - Select checkboxes for the *Days to be Changed*
 - Select *From* and *To* times in *Time Range to be Changed* drop-down list
- Change Session Type
 - Select **Value** from the *Session Type: Current* drop-down list
 - Select **Value** from the *Session Type: New* drop-down list

Notes:

IJ-Base City: DE IJ listed on Label
Hloc: MIA
Date Range: The Entire Next Month
Days to be Changed: Wednesday
From: 11:00 am
To: 12:00 pm
Session Type: Current: IA-Individual Asylum
 New: SL-Sick Leave
Session Length: Current: 2 New: 2
Non-Det Max: Current: Blank New: Blank
Det Max: Current: Blank New: Blank

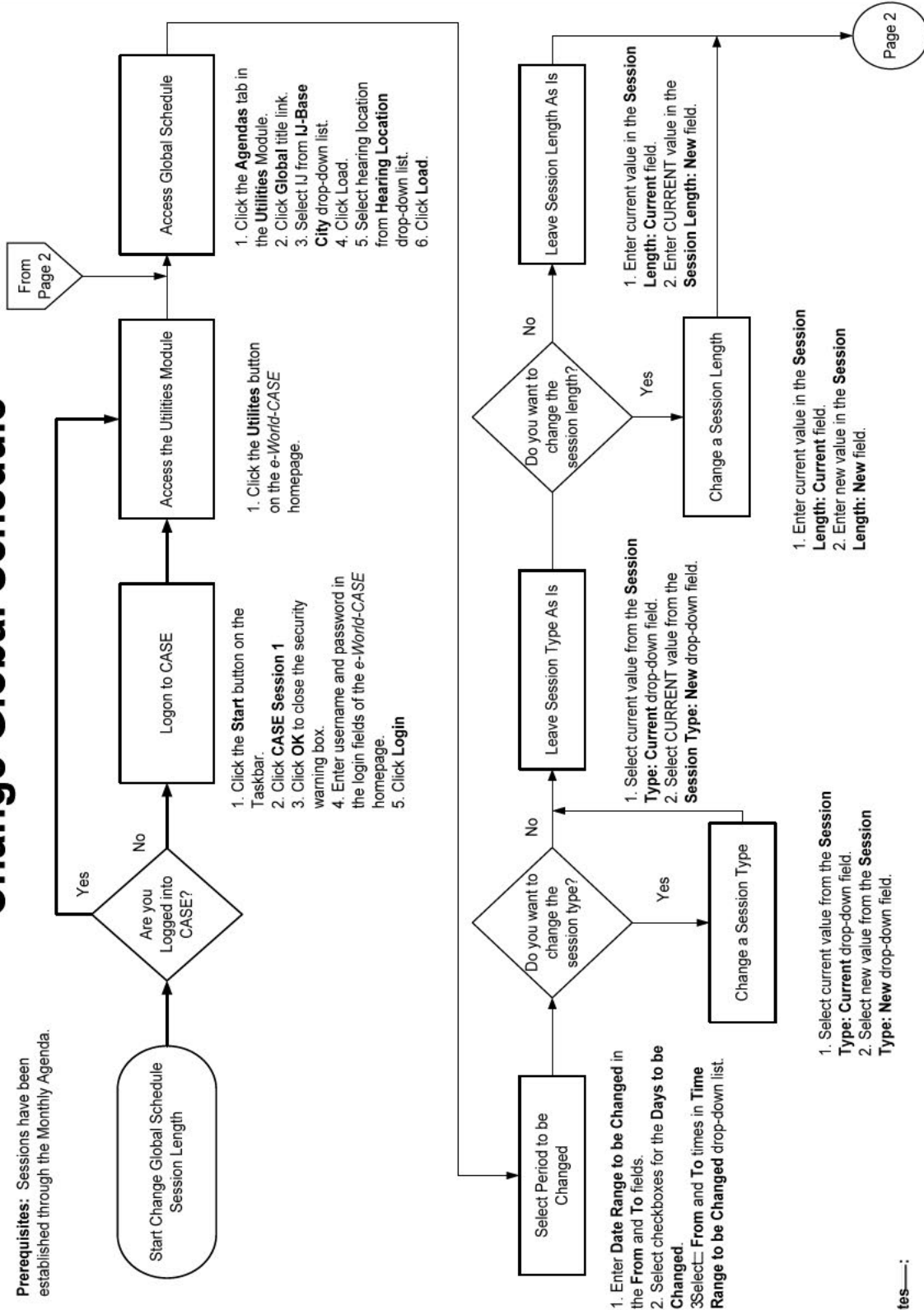
Lesson 6 – Global Schedule

Revision: 2.00

Change Global Schedule

Purpose: This function will allow global session modifications to already established sessions.

Prerequisites: Sessions have been established through the Monthly Agenda.



Lesson 6 – Global Schedule

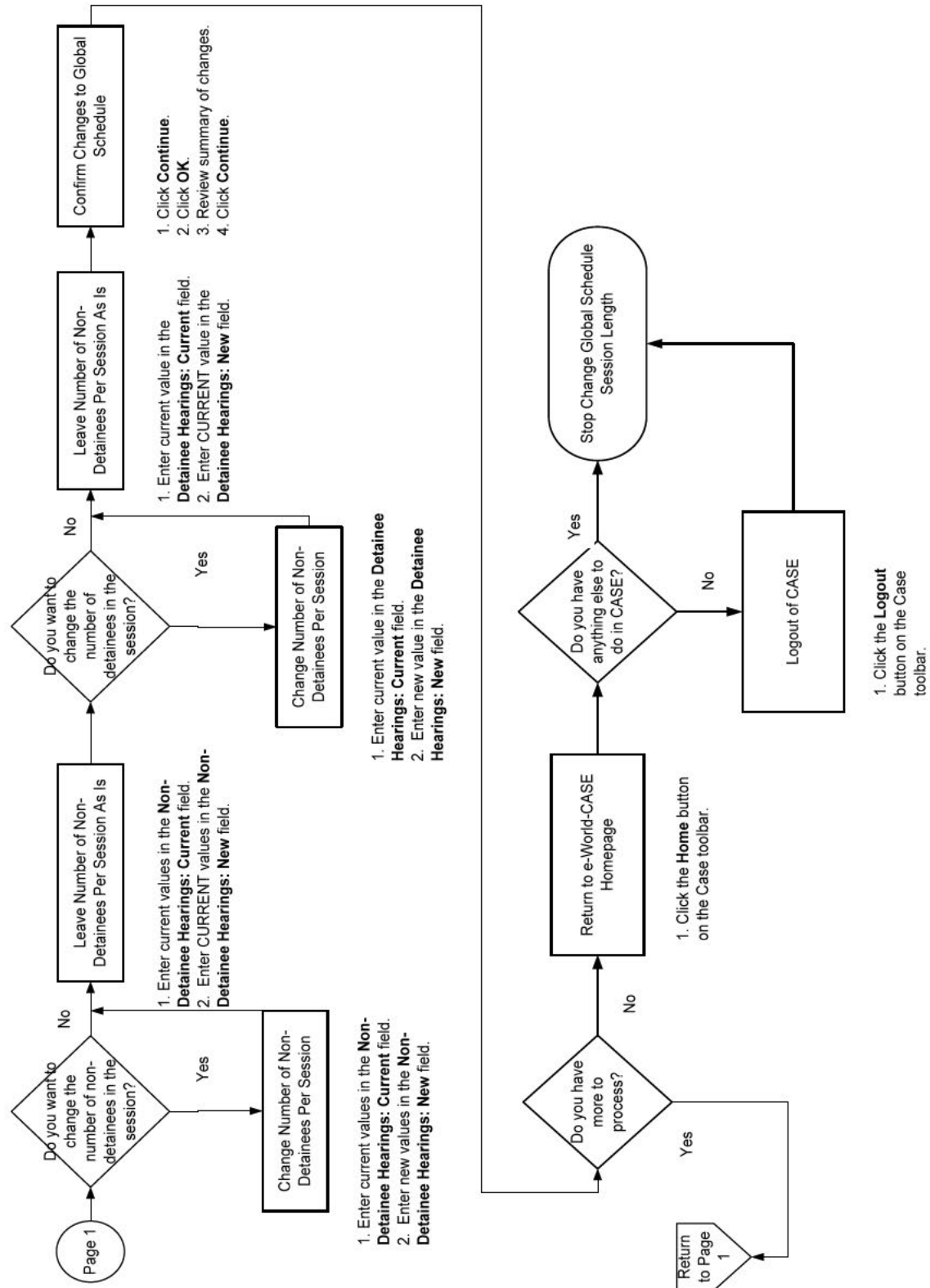
- Enter Session Length Values
 - Enter Value in the *Session Length: Current* field
 - Enter Value in the *Session Length: New* field
- Enter Non-Detainees per Session Values
 - Enter Value in the *Non-Detainee Hearings: Current* field
 - Enter Value in the *Non-Detainee Hearings: New* field
- Enter Detainees per Session Values
 - Enter Value in the *Detainee Hearings: Current* field
 - Enter Value in the *Detainee Hearings: New* field
- Confirm Changes to Global Schedule
 - Click **Continue**
 - Click **OK**
- Review Summary of Changes
 - Click **Continue**
- Return to the *e-World-CASE* Homepage
 - Click the **Home** button on the CASE toolbar

Notes:

Lesson 6 – Global Schedule

Change Global Schedule Continued

Revision: 2.00



Lesson 6 – Global Schedule

Exercise- Change Global Schedule

- Access the Utilities module
- Access global schedule
- Select period to be changed
- Change Session Type
- Enter Session Length Values
- Enter Non-Detainees per Session Values
- Enter Detainees per Session Values
- Confirm changes to global schedule
- Review Summary of Changes
- Return to the *e-World-CASE* Homepage
- Log out of CASE

Notes:

IJ-Base City: DE IJ listed on Label
Hloc: MIA
Date Range: Entire Next Month
Days to be Changed: Wednesday
From: 10:00 am
To: 11:00 am
Session Type: Current: IA-Individual Asylum
 New: SL- Sick Leave
Session Length: Current: 4 New: 4
Non-Det Max: Current: Blank New: Blank
Det Max: Current: Blank New: Blank

Lesson 7 – Create New Edit Table Record

Lesson 7 – Create New Edit Table Record

Objectives

- To be able to:
 - Create new Alien Attorney record.
 - Create new DHS Trial Attorney record.
 - Create new Immigration Judge Base City record.

Notes:

Lesson 7 – Create New Edit Table Record

Unit 1 – Create New Alien Attorney Record

- Access the Administration Module
 - Click the **Administration** button on the CASE toolbar
 - Access the **Edit Tables** tab
 - Select **Alien Attorney** from *Select Table* drop-down list
 - Click **Load**
 - Click **Create a New Record** button
 - Click **Load**
 - Enter necessary information
 - Click **Save Data**
- Return to *eWorld-CASE* homepage
 - Click the **Home** button on the CASE toolbar

Notes:

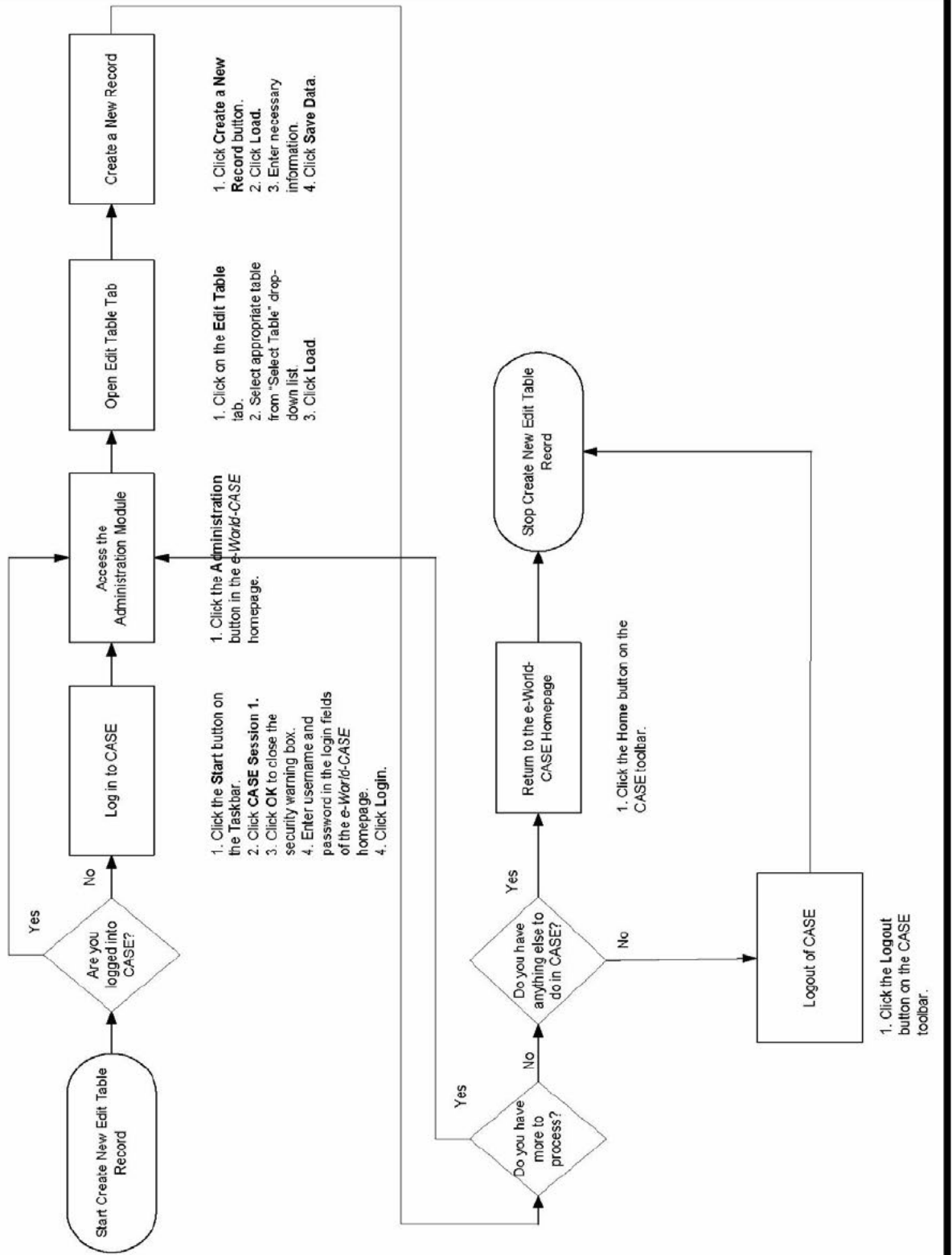
Make sure the Attorney Code is available before clicking on the Create New Record button.

Lesson 7 – Create New Edit Table Record

Create New Edit Table Record

Revision: 1.00

Purpose: To add a new record to the Edit Table.



Lesson 7 – Create New Edit Table Record

Exercise: – Create New DHS Trial Attorney Record

- Access the Administration Module
 - Open the **Edit Tables** tab
 - Select **DHS Trial Attorney** from *Select Table* drop-down list
 - Click **Load**
 - Click **Create a New Record** button
 - Enter necessary information
 - Click **Save Data**

Exercise: – Create New Immigration Judge Base City Record

- Access the Administration Module
 - Open the **Edit Tables** tab
 - Select **Immigration Judge Base City** from *Select Table* drop-down list
 - Click **Load**
 - Click **Create a New Record** button
 - Enter necessary information
 - Click **Save Data**

Notes:

Make sure the code is available before clicking the **Create New Record** button.